

FEES POLICY

Registration and Fees

1. **ALL** participants in **structured** gymnastics classes at Robin Hood Gymnasts must have Robin Hood Membership which includes British Gymnastics Insurance. Fees for ALL our recreational classes and pre-school structured classes should be paid monthly. This should be booked online and paid via our loveadmin.com system. Payment is required by the 20th of the month for the following month. Any late payments with regard to monthly fees, yearly memberships or affiliations, competitions or other requested payments for services rendered will be charged and administration fee of £5, unless a prior arrangement has been agreed.

By registering to our online membership and payment system for classes you are also pre-authorising payment for the Robin Hood Gymnastics membership. Robin Hood Gymnastics membership is due on 1st October every year. The money for your membership will be taken with the first monthly installment you make for classes.

2. The annual RHGC membership includes British Gymnastics insurance and is due every October, from 2021-2022 this is **£40**. This includes AR, G1/2 and Boys squad groups.

Members must register their own details with British Gymnastics and must register Robin Hood as their primary club, therefore no additional fee will be requested. This must be completed before the payment can be processed and before the insurance becomes valid.

3. Squad fees are made payable on 20th of every month as an advanced payment for the following month. Once accepted onto a squad, an email will be sent to you with instructions on how to set up your account. Squad gymnasts will be members of British Gymnastics. The October 2021-2022 fee for RHGC & BG membership is **£65**. Members must register their own details with British Gymnastics and must register Robin Hood as their primary club, therefore no additional fee will be requested. This must be completed before the payment can be processed and before the insurance becomes valid.

*** Please note: Any fees for ALL disciplines not paid on time will result in gymnasts not being able to train until the fees are up to date. Fees are set per group and must be paid even if sessions are missed. If gymnasts cannot attend all sessions set for their particular group, coaches will look for a more suitable group or please contact to discuss individual arrangements.**

4. Fees are standardized across the club and are calculated on a package basis which includes training sessions, individualized training programmes & conditioning, administration and professional service.

5. Fees include additional sessions during holiday periods, should this be appropriate for the group.

6. The club does operate a reduced fees scheme, which can support if you are struggling / unable to pay your child's fees. The reductions can be granted up to 50% of the total fees and come under 3 categories: severe hardship, head coach discretionary and long term injury/illness. To apply for reduced fees, you must send a letter or email to your Head Coach in the strictest confidence. You will need to detail why you are applying and supply any evidence (e.g. benefits received etc, change in circumstance, medical records). Please be advised the reduced fees scheme is reviewed regularly and a time period for claiming reduced fees does exist.

7. **RHGC Cancellation policy** - if you wish to cancel your account please follow the below steps -

- Email info@robinhoodgymnastics.co.uk
- Log into your loveadmin.com account and cancel your pre authorizations for future payments
- **ONE month's notice is required - Our system uses an automatic collection and RHGC staff cannot intercept or cancel this system.**
- **NO refunds can be given if you do not follow the above process; As RHGC is charged for every transaction. We may be able to provide refunds in exceptional circumstances, but an admin charge and collection fee from the outside company will have to be paid.**

8. If you have any questions, concerns or problems with paying fees please contact our club manager on info@robinhoodgymnastics.co.uk

Squad places

1. Squad gymnasts will be required to trial before they are offered a place at RHGC. Should you be offered a trial/place, you will need to confirm your place and date of attendance.
2. If you have come from another club, we reserve the right to inform the club once you have accepted your place, until then it will remain confidential.
3. For squad gymnastics, gymnasts will only be offered a place at RHGC should the relevant coach feel they meet the standard required for that group. Alternative groups may be offered if appropriate.
4. When in a squad training group, attendance, performance and effort will be monitored. Throughout the year gymnasts will need to show they can perform at the level required for their group, gymnasts may be subject to re-trialing at ANYTIME. This means their performance will be closely monitored and if necessary an alternative group may be offered to better suit their needs and for the physical, emotional wellbeing.

Communication

1. Any parental concerns must be voiced through the correct channels. Firstly, please seek information from our website and handbook. Secondly, please arrange to speak to your child's coach at an organized meeting. If they are unavailable or unable to resolve your concern, please contact your Head Coach or write to the directors.
 - **Please note: during training hours, our coaching team must not be disturbed.**

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- 2. Should you have any general queries, please contact the team in the Office on info@robinhoodgymnastics.co.uk.
- 3. Should you have any concerns regarding child welfare, please contact our Welfare Officers confidentiality - details can be found on our website and displayed in the gym.

RHGC take the welfare of all our members seriously, and have a welfare officer in place, please see details of all contacts below:

RHGC Welfare Officer - Clare Saporita (saporita@hotmail.co.uk)

East Midlands Welfare Officer - Linda Thompson, Jenni Harris, Tony Ford - East mids.rwo1@british-gymnastics.org

British Gymnastics Welfare Officer - ethics@british-gymnastics.org

4. RHGC has a complaints procedure please see details on our website.
5. RHGC has a fund-raising, supporters committee that plays a vital role in supporting them and we strongly encourage all parents to become involved.
6. Whilst we appreciate parents need to contact coaches on occasions can we ask you are mindful that coaches contacts are often personal numbers or emails. We ask you to keep contact to emergencies only and within one hour of training starting or finishing (for issues of lateness, illness etc). Coaches should not be contacted where possible on days off or holidays. Should you need general information about your child's gymnastics please wait until the next convenient time to speak to their coach. Should you contact a coach outside of the stated hours, please be aware they may not reply until their next working period.
7. Robin Hood gymnasts are encouraged to do some home stretching and conditioning to aid their progression, however please refrain from allowing your gymnast to train any skills in a non gymnastic environment. In addition, parents should not attempt to coach gymnasts from the viewing gallery, cafe area or during play sessions such as drop in. Whilst we encourage parents to actively support their child, these practices can be of detriment to the gymnast, if you feel your gymnast needs extra support please speak to the lead coach for a specific home exercise plan. We would like to remind parents no videos or photos should be taken during training, and any of such nature should not be shared on social media with other members present without their permission.

On site we have:

- A receptionist trained and screened
- A welfare person/coach to greet and remain on site to continuously guide Covid protocols
- A group coach