



**RENMORE GYMNASTICS
CLUB (RGC)**

MEMBERS' HANDBOOK

Version:

March 2021

RGC MEMBERS' HANDBOOK

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WELCOME TO RGC!

Incorporated in 2009, RGC began life as a community club in Renmore. From operating from community halls and schools, RGC has rapidly grown to become one of the biggest non-profit gymnastics clubs in the country, while retaining a community based atmosphere for members. We are led by our volunteer Board of Directors, with our full and part-time staff providing our excellent coaching and administrative services to members. We offer multiple disciplines of gymnastics training from beginner to high performance, so we hope that you enjoy your time here at RGC and explore the opportunities to “*Move – Grow – Thrive!*” with us.

RGC's Mission

The mission of RGC is “To coach our members towards their full potential in a safe, fun and progressive gymnastics environment.”

RGC's Values

The listed club's values act as a guide in policy development, behavioural standards and the direction of the club's growth;

- Community** Creating a sense of team spirit and togetherness for all.
- Leadership** Lead with courage, professionalism and pride. Be innovative and proactive, providing world-class training and facilities.
- Education** Growing, developing and educating people in gymnastic movement and life skills.
- Performance** Commitment to developing people to the highest standards, from administration to forward somersaults.

Club Affiliations & Training Standards

RGC is affiliated with our National Governing Body (NGB), Gymnastics Ireland, our local authority sports partnership, Galway Sports Partnership. All staff complete mandatory Garda vetting, child safeguarding and First Aid courses in addition to their gymnastics coaching and academic qualifications. If you ever have any queries about your training or the club itself, please feel free to reach out and ask.

Gymnastics as a Sport

Gymnastics is a fun sport, but it isn't always easy, and progress doesn't happen overnight. Through purposeful practice our members build strength, flexibility, agility, coordination and confidence, but it takes hard work, and it takes time. Be committed, patient and the results will follow. RGC will support your athlete every step of the way on their journey.

To encourage your athlete, ask questions like “*Did you have fun?*” and “*What was the most fun?*” Try to not ask things like “*What did you learn today?*” or “*Can you do a handstand yet?*”. Remember, all gymnasts in RGC started with no prior experience and we have instructed 1,000s of young people over our long history in a safe, fun and progressive environment.

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Finally, I would like to reiterate our commitment to your athlete on their journey with us and hope they enjoy their time with RGC.

All the best & welcome to the club,
Eric O'Brien,
Club Manager, RGC

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SECTION 1

USEFUL CONTACT INFORMATION

1.1 Club Address

RGC,
Unit 8, Racecourse Business Park,
Ballybrit,
Galway City
H91 EK25

1.2 Club Contact Numbers

Main Phone Line: 091 392 544
Club Text Alert System: SMSPortal.com

1.3 Club Website/Pages

Website: www.renmoregymnastics.org
Facebook: www.facebook.com/renmoregymnasticsclub/
Instagram: www.instagram.com/renmoregymnasticsclub/

1.4 Useful Club Email Addresses

General Enquiries: reception@renmoregymnastics.org
Account Enquiries: club@renmoregymnastics.org

1.5 Team RGC

Club Manager: Eric O'Brien
Head Coach (& Head of Performance): Sally Batley
Head of Participation: Sam Marciano
Club Secretary: **VACANT**
Club Administrator: Aline Coutinho Vieira

Not forgetting to mention our excellent Discipline & Group Lead Coaches and our fantastic part time coaches and Support Team staff.

1.6 Your Notes

Member's Discipline/Group Lead: _____
Member's GI Number: _____
Other Notes: _____

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SECTION 2

INITIAL REGISTRATION

2.1 Parent Portal Account

Please ensure that you have correctly entered all required details of your members on your account. When you have done this, please select which class you would like your members to attend. You can submit requests for as many classes as you want and we will approve the first class that becomes available for you. All members of RGC, must have a registered account on our software provider.

Our current software provider is iClassPro. The parent portal is available here; <https://app.iclasspro.com/parentportal/renmoregymnastics/>

You will receive confirmation of your enrolment, class selection and approval via email once completed.

2.2 Class Assignment

All new members will join the club as a beginner. The class will be based on their age as described in Section 3.

2.3 Previous Experience

If your child has trained with another registered club, RGC may register them as beginners. This is to allow our highly qualified coaches the opportunity to assess the gymnast and their ability as other clubs operate to differing standards of training. After this initial period of assessment, the coaching team may recommend the child move to another group based on their ability.

If your child trained at a high level with another registered gymnastics club, please email the Club Administrator with the details pertaining to their previous training level/hours per week etc. With this information, our coaching team may be able to recommend inviting your child for a trial to recommend the best group to join.

2.4 RGC Performance Programmes

Enrolment to our competitive programmes is by coaching team recommendation and/or trial only.

2.5 Waiting Lists

Due to a heavy subscription of our classes, RGC must operate waiting lists for all groups. Unfortunately, RGC is not in a position to give an approximate waiting time for its waiting lists. We do welcome changes to the classes you would like to enrol in as it may have free slots.

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Should our waiting lists grow too long, RGC may pause the waiting list, to prevent even longer lists. Annually we assess our training schedules and may move/add/cancel classes. In this case, you will be informed by email.

If we create a new waiting list, we will notify members/waiting members via our website and social media.

If a space becomes available, we will contact you by email and offer you a timeslot which we currently have available in a group. If a member rejects a class offer more than twice, RGC may notify you that no more spaces will be offered to you and advise you to make contact with the club in the future.

2.6 Provision of Personal Information

Should any member have particular needs (medical/dietary/physical/allergies etc), they are encouraged to registered and update this information on the member's profile. This allows RGC to properly plan for any situation which may arise. Please that this information is dealt with in the strictest of confidence. Members who have a concern or need to add an update to this information should contact the Club Secretary.

2.7 Photography Policy

Members are required to consent to our photography policy (on the Parent Portal) prior to commencing training. However, if you do not wish for you, or your child to be photographed or videoed, please inform the Club Administrator. Please note that at large club events, we cannot guarantee that your child will be excluded from all media.

Spectators are NOT allowed to take photographs or videos of members while they are training or the general gym area. Please inform a staff member if you see someone operating a camera without permission.

2.8 Agreement with RGC Terms & Conditions

It is mandatory that all members agree to RGC's Terms and Conditions of membership, as well our National Governing Body's Codes of Conduct, by electronically signing the Mandatory Membership Agreement online. This is found in the Parent Portal and must be completed before training may begin. By agreeing to these terms, all members acknowledge that they have read and understood these Rules, Policies and Codes of Conduct.

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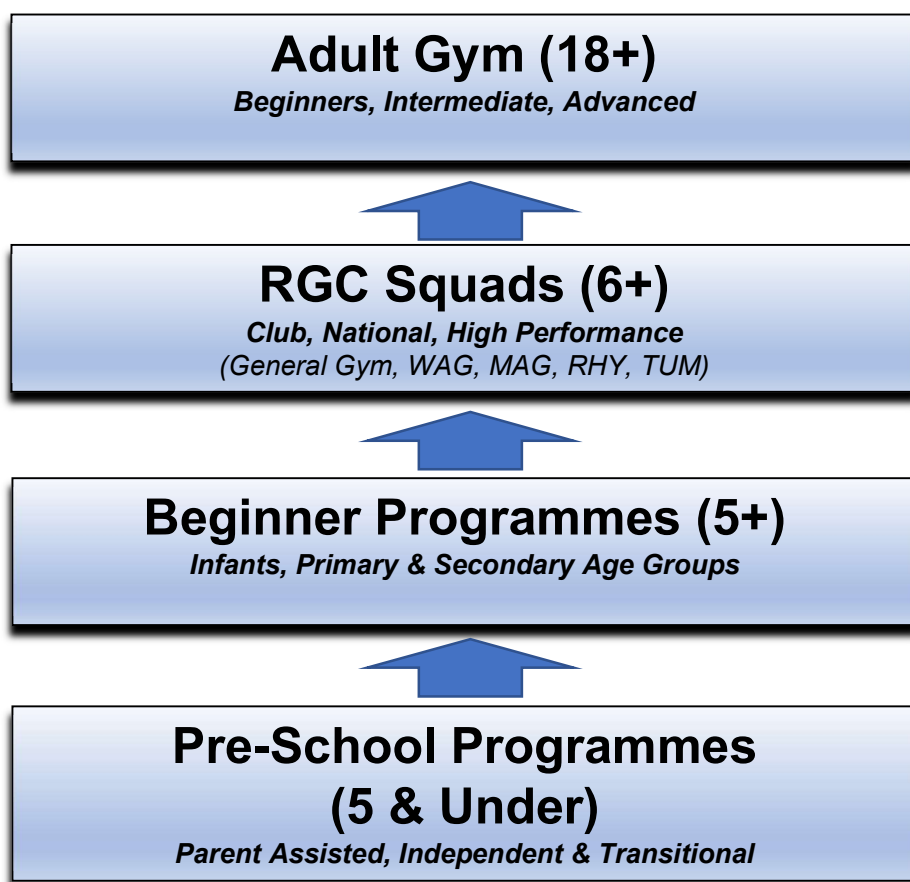
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SECTION 3

GYMNASTS PATHWAY

All members entering RGC will be assigned to the age group which is most appropriate for them. RGC has a pathway which allows gymnasts to excel through their efforts, using a structured approach lead by their coaches. This allows RGC to offer beginner, intermediate and advanced classes to members who achieve the milestones laid down over a period of time and within their age groups. A full copy of the RGC gymnast's pathway policy is available on request from the Club Secretary.

A simplified view of the pathway is illustrated below;



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SECTION 4

ATTENDANCE & ACCESS TO TRAINING/EVENTS

4.1 General Attendance Rules

RGC records the attendance of all members at training session. Please contact the Club Administrator as soon as possible if you will be late or not attending.

Members will be admitted to class shortly before it is due to commence. As space is limited and we can not offer supervision in our lobby, members are reminded not to arrive too early for classes as this may lead to disruption of ongoing training. RGC is not responsible for unsupervised members who are not currently in a training class (ie in the lobby or outside the building). Members should not leave the gym before their parent has arrived, while parents are requested to arrive shortly before the scheduled class is due to finish.

Parents should not attempt to distract or call their children while they are in class. This is unsafe for the member and other members in the training area. Parents are not permitted to remain in the gym during training unless specifically requested to do so by a coach.

Members attending class are strictly prohibited from using equipment other than that which they are currently being instructed to use. Members are also required to assist in tidying their workspace at the end of each class.

Please ensure that all members have gone to the toilet prior to training, as toilet breaks are disruptive to training. Toilets are not available for use by non-training members.

4.2 Training Attire & Equipment

Please ensure your child attends class in suitable attire for exercising. We recommend tracksuits, leggings, shorts or leotards, which are available for purchase from RGC (but are not mandatory). Hair should be neatly tied back at all times. Children will be asked to take their socks off for safety reasons on occasion. Please inform the Club Administrator if your child's foot needs to remain wrapped up due to infection.

Members training at competition level are required to purchase official RGC competition attire. Please contact the Club Secretary for more information.

Members should bring drinking water in a labelled bottle. Please ensure that your child does not bring nuts into the gym as other members have severe allergies.

To ensure your child's belongings are not misplaced or taken home accidentally by another member, we suggest that all items are labelled clearly and

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permanently. All items that are left at the end of each day will be moved to the "Lost & Found". Items not collected within two weeks will be donated to charity.

4.3 Accidents, Incidents & Illness

In the event of an accident, our first aid responder will provide basic treatment on site. In the case of a more serious injury, our First Aid Responder will contact an ambulance, while another member of staff will contact the member's parents/guardian.

Members showing any medical illness should be kept home from training. Any child with symptoms of severe cough or cold may not be allowed to attend.

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SECTION 5

RGC DIGNITY CHARTER

All members, staff, parents and visitors to RGC agree to abide by our dignity charter. This charter is displayed throughout the gym and any location which we operate from.

We, the members of RGC, are committed to maintaining a friendly and professional environment for all that supports and encourages the right to individual dignity. All staff, members, parents and visitors of RGC are expected to respect the right of each individual to dignity, in what we consider our work environment, and in all activities undertaken by RGC.

All members should value and treat each other, staff, parents and visitors with the highest level of respect. Their participation in gymnastics should enable them to have fun, thrive, make friends and become better gymnasts.

Coaches and Leaders will execute their tasks in a manner which respects members of RGC for their individuality and diversity. All of us together, will strive to provide a tolerant and safe place for both working and participating in our activities.

Bullying, harassment or abuse in any form is NOT accepted and will NOT be tolerated. Our Policies, procedures and actions will underpin the principles and objectives of this Charter and contribute to a professional and respectful environment.

All staff, members, parents and visitors of RGC must uphold this charter and respect and comply with the club rules and code of conduct. They are expected to demonstrate the values of honesty, empathy, respect and inclusion at all times. All staff and members of the club should always take appropriate measures to help those in need if necessary, and seek staff assistance, when required, to prevent conflict peacefully.

Staff & Members at all levels have a specific responsibility to promote the provisions of this Charter. They are also expected to lead by example, not only in respect of their own behaviour, but also in response to the behaviour of others.

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SECTION 6

COMMUNICATION

Staff at RGC will always strive to provide clear and concise communications to parents and members as required. However, parents and members are reminded that RGC has a large membership and may not always be in a position to provide feedback immediately upon receipt of a query. You are also asked to abide by the outlined methods in order to ensure clear communication channels between you and RGC.

At all times, when a member is under 18 years of age, RGC will only communicate with the member's parent/guardian.

In all communications, both staff and members are reminded of RGC's Dignity Charter (Section 5) in how they communicate with each other.

6.1 How RGC will contact Members/Parents in Relation to Administrative/Financial Matters

RGC Support Team staff, may from time to time need to contact a member/parent in order to confirm, amend or follow-up on administrative, billing and members accounts issues. The first port of call for RGC is by email, which will be followed up by telephone call and as a last resort by letter should a response not be obtained. Please ensure that RGC holds your current email address on file as our primary method of communication and that emails from RGC are not assigned to your spam/junk folders.

6.2 How Members/Parents can contact RGC in Relation to Administrative/Financial Matters

Parents should contact the Club Administrator with any queries outlined in Para 6.1. Should a sufficient response not be obtained by the member/parent, they may then contact the Club Secretary for further guidance.

6.3 How Coaches will Update Members/Parents of their progression in RGC

In line with the members pathway programme, coaches will give updates periodically throughout the year on a member's progress and any areas of concern. This will be email. On no occasion, will a coach deliver this feedback in person or by telephone.

6.4 How Members/Parents can Contact Coaches

Coaches are not permitted to discuss a member's progression, issues or concerns during a class. Coaches are not permitted to give their personal telephone number to members/parents, unless for specific training groups and previously agreed to by the member/parent. As such, should a member/parent wish to contact a coach, they should request that coaches RGC email address and send their query by email. Coaches are only permitted to answer such

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queries by email, however on occasion a meeting may be facilitated to address any serious areas of concern with the coach (and possibly another RGC staff member.) Members/Parents are requested to refrain from contacting coaches outside of this method, as coaches have to give all members/parents the same amount of time and attention, with additional time allotted as required for members who require it upon sanction from the Head of Programme.

6.5 How to Make a Complaint

Members/Parents may if they feel it is warranted, make a complaint about an RGC procedure or member of staff. This complaint should be submitted by email only to the Club Secretary and outline the following at a minimum;

- i. Date and time of incident.
- ii. Location of incident.
- iii. RGC staff involved or witnesses.
- iv. Member/Parent involved or witnesses.
- v. A brief description of the incident.

All complaints are handled in the strictest of confidence, and will be responded to by email within a reasonable time by an RGC staff member of an appropriate grade.

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SECTION 7

EVENT VOLUNTEERING

From time to time, RGC will appeal to all members/parents to assist us in running medium and large club events. In the case of national events being run by Gymnastics Ireland, RGC will also appeal for members/parents to assist us as required.

Without volunteer assistance, neither RGC nor Gymnastics Ireland are capable of hosting these events. Volunteers may be asked to fill chaperone, administrative or general assistance duties for the times they are required and we would hope that members/parents would see the benefit in assisting us to deliver quality and fun events to our most valuable asset, the members.

Prior to such events, RGC will issue an appeal by email and then give further instructions to volunteers, such as point of contact, timings, duties etc as well as Garda Vetting information. Garda Vetting is necessary (as it is with all of our staff) in order to ensure that we continue to provide a safe and secure environment for all of our members and guest gymnasts.

SECTION 8

CLUB FUNDRAISING

As with event volunteering, RGC will conduct fundraising events from time to time in order to cover costs for trips away, new equipment or general club financial stability. As with events, RGC may request the help of volunteers to assist us with these events. We would ask all members/parents to assist us in whatever way they can to ensure that RGC remains in a position to provide its quality service to our members.

Should any member/parent be aware of a potential sponsor for RGC (in any form or for any amount), they are encouraged to pass this information to our Club Secretary. These matters will be greatly received and dealt with the strictest of confidence.

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SECTION 9

FEE POLICY

As a non-profit gymnastics club, we pride ourselves on offering first class instruction to small groups at very competitive rates. We are also very mindful that membership and training fees add up to a considerable amount, particularly at a competitive level. Our fees for members training over 13 hours a week in our Performance programmes is subsidised by the club.

9.1 Membership Fees

- a. **Club Membership:** Current Rate **€30 Annually**
This membership is valid for 12 months from the first date of enrolling in an RGC class and is billed annually when due. For new members, this fee must be paid prior to attending classes.
- b. **GI Membership:** Current Rate **Relevant Rate Annually**
Our NGB Membership (Gymnastics Ireland – GI) is paid on 9 September annually. New members enrolling after this date must pay the GI membership fee prior to attending classes and on 9 September thereafter. The annual rate of GI membership is currently as follows;
 - i. Pre-School (Aged 4 and under on 1 September): **€10**
 - ii. Participation (Aged 5 – 17 in Non-Competitive Programmes):
€20
 - iii. Performance (Children participating in GI competitions):
€35
 - iv. Adult (Aged 18 and over, non-competitive): **€25**
- c. **GI Camp Membership:** Current Rate **€5 per Seasonal Camp**
This fee is normally included in the set price of the camp. This fee is **only payable** by non-RGC/GI members for the duration of the camp season, which is normally;
 - i. Halloween
 - ii. Easter
 - iii. SummerThis camp fee does not cover multiple seasons and must be paid for each camp season should you wish to attend more than one.

9.2 Training Fees

Training fees (also referred to as tuition fees), is the amount a member is billed for attending classes with RGC. Tuition is billed in advance, per session (including trial and taster sessions) per month, per term.

9.3 Programme Fee Structure & Rates

RGC's fees are planned in advance of each **12 month training year** and are devised around the number of hours a member trains during a regular week and an the number of planned training weeks in the year as devised by the

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Head of the Relevant Programme and approved by the Head Coach. The planned tuition costs are then spread evenly across a twelve-month period for payment.

RGC requests that fees are paid throughout a member's short periods of absence, including but not limited to personal/family engagements, short illness/injury and family holidays.

Member's may be eligible for credit to be applied to their account in certain circumstances. This is explained in the Class Credits section of this handbook.

The current rate for tuition is set at: **€10 per hour**
(with a reduced charge per additional hour each week.)

9.4 **Programme Fees**

RGC operates two programmes of training which include multiple disciplines and levels of ability. As such, RGC's programme fees are run along these lines as detailed below;

- a. **Performance Programmes:** These programmes train for differing amounts of hours per week, with fees being based per group (or individual in some cases). Members enrolling in a performance programme of training, commit to training and paying fees for 12 months annually.
- b. **Participation Programmes:** These are weekly classes in which members are enrolled on a continuous or rolling basis for 12 months annually.
- c. **Term Based Programmes:** These are term-based participation programmes which run as 7 or 8 week terms throughout the year.

9.5 **Programme Fees Exemptions (Class Credits)**

Exemptions to planned programme fees will be issued in the following circumstances;

- a. An instance where participation programme members are normally scheduled to train but falls on a Public Holiday where RGC is not operating.
- b. An instance where performance programme members are scheduled for a Camp during one of their normal training weeks. (In this case, the Camp is billed separately).
- c. Should a class be cancelled by RGC due to an unplanned event/emergency.

In all of these cases, a "Class Credit" is applied to that month's tuition fees before the account statement is issued.

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9.6 Once Off Fees

a. Programme Trial at RGC:

- i. Current RGC members may opt to try a different discipline offered by RGC at no cost for the trial session.
- ii. Non-members of RGC are billed for the duration of the class. This is pro-rated against the set weekly fee for the group.

b. Taster Session at RGC:

RGC may on occasion offer a taster session. The fee for this session will depend on the length of the session with the rate being set as required.

9.7 Other Fees, Events & Purchases

All of the undermentioned additional fees, must be paid in advance in the relevant event or purchase.

- a. **Other Fees:** Should our NGB organise national or international competitive events or national squad training, the cost of this (as set by the NGB) will be billed to the member through their RGC account.
- b. **Other Events:** From time to time, RGC organises fundraising events and raffles. Payments or contributions towards these events must be paid at the time of the event or in advance as required.
- c. **Purchases:** RGC offers merchandise and equipment, which must be paid for at the time of purchase. This service is available through our Club Administrator.

SECTION 10

DISCOUNTS

RGC offers a family member discount of €1 per week for each second and subsequent child enrolled in RGC programmes.

RGC offers discounted training fees to members sitting their state exams during the training year.

Members who would like to avail of these discounts must contact the Club Secretary at least two weeks in advance, prior to these additional family members joining RGC or planned absences.

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SECTION 11

BILLING & STATEMENTS

11.1 General Guidelines

RGC's policy is that memberships and tuition fees are paid in advance of attending classes. New members are informed of their programme's fees in advance of joining RGC. Current members are informed and notified about their programme's fees before the training year commences annually. All members are required to confirm their wish to retain their place prior to each new training year by contacting the Club Administrator.

Timely payment of accounts allows RGC to continue to operate at its high level of excellence and keep the club in good financial health. This in turn allows us to grow as a club and offer further services to our members.

All members are notified of their memberships and fees monthly via a statement issued by the Club Secretary. This statement will normally be issued one week before the payment is due each month.

Current members booked in our Term-Based programmes are issued a statement in advance of each new term beginning.

11.2 Monthly Billing Process

All members are billed monthly in advance of attending classes in RGC.

- a. **Payment Due Date:** Payment of your monthly account statement is due on or before the 1st working day of every month.
- b. **Automatic Payments:** Also known as "Autopay", is an automatic deduction of your issued account statement from your registered credit/debit card on the 1st working day of every month. In exceptional circumstances, RGC may not be in a position to run Autopay on this date and members will be notified in advance.
- c. **Registered Credit/Debit Card:** All members of RGC are required to register a credit/debit card on their account and to ensure that their most up to date card details are uploaded as required. By joining RGC, you commit to allowing the autopay function to be run monthly on your account.
- d. **Prior Payment Methods:** Members are welcome to directly make payments on their account statements prior to Autopay being run using the Parent Portal or Electronic Funds Transfer (EFT) to our bank account IBAN: IE27 AIBK 9370 9638 5040 39, BIC: AIBKIE2D. If making EFT payments, please enter your child's name as the reference.
- e. **Failed Autopay Payment:** Should a member's autopay not clear, autopay will run after 7 days to collect the payment. Members are

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requested to pay in advance of tuition, and continued failure to pay may result in their membership being cancelled.

11.3 Late Payment

RGC is, of course, understanding of certain situations and may be in a position to assist members as outlined in Section 12. We also understand that late payments may occur and would ask members to contact the Club Secretary in this event as soon as possible. It is RGC's policy that members who fail to pay their monthly accounts and do not engage with the club, will have their membership and programme enrolment suspended.

11.4 Term-Based Billing

Members availing of term-based programmes must pay for this term in advance of the term commencing. This will also secure their place in the programme for that term.

Term-Based members with an immediate family relative training in one of our programmes may request to be billed monthly for the training term and pay as outlined in para 10.2.

11.5 Financial Data Processing

The information you supply when registering your payment card on the Parent Portal is not available to RGC staff members. This is retained by our software provider. If a member chooses to discontinue their membership of RGC, their card details will be deleted by the service provider.

SECTION 12

FINANCIAL DIFFICULTY

Any member of RGC who is facing financial difficulty with their accounts are asked to contact the Club Secretary to discuss alternative fee payment options. Early engagement with the Club Secretary will prevent a large bill accumulating. Members in this situation will have their case discussed in the strictest of confidence.

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SECTION 13

CREDIT POLICY

13.1 General Guidelines

RGC does not grant account credit for general absences including a short illness or minor injury.

13.2 Prolonged Absence

- a. RGC will grant account credit in the following circumstances upon receipt of a Medical Certificate where the member is unable to attend for three or more consecutive weeks training;
 - i. Injury.
 - ii. Prolonged Illness.
- b. RGC requests that members notify the Club Secretary as soon as possible to allow us to credit your account in advance of statements being issued.

13.3 Single Class/Event Credit & Make-Up Classes

RGC will grant a single class/event credit or make-up class only in the following circumstances;

- a. Bereavement in a member's immediate family.
- b. Classes/Events cancelled by RGC.

13.4 Events outside of RGC's Control

Should an event which would normally be deemed as an "Act of God" (such as National Weather Warnings, Flooding etc) disrupt RGC's operations, a make-up session will be offered as soon as possible to the effected members. RGC will not grant credit in these situations.

SECTION 14

ACCOUNT QUERIES

We recommend that members check their account balances regularly and send enquiries promptly to the Club Secretary should an account statement need clarification. Queries older than one month will only be dealt with in exceptional circumstances.

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SECTION 15

REFUNDS

15.1 Refund Policy

RGC will not offer refunds in the following cases;

- a. Absence from class, or classes where the member was late or left early.
- b. Scheduled holidays that result in an absence from class.
- c. Classes or events which have already occurred.
- d. Classes or events which are currently in progress.

15.2 Future Classes/Camps/Courses etc

- a. Members may request a refund for pre-paid classes (full month), camps, tasters or trials which have not yet commenced.
- b. In the case off camps or courses that are currently in progress, while a refund will not be offered, a partial credit may be offered to cover the duration of the future portion which will not be attended in full months. If part of a month has been attended, that month will not be considered for credit to be granted.

SECTION 16

CLASS MEMBERSHIP/CANCELLATION POLICY

All members are required to confirm their wish to retain their place prior to each new training year by contacting the Club Administrator.

RGC requires member who wish to cancel their enrolment in writing to the Club Secretary. These requests should be made as soon as possible before the new training month begins or as soon as practicable. Members are responsible for payment of all classes that precede the request to withdraw (also known as "Drop-Date") date.

RGC's Board of Directors also reserve the right to cancel the membership of a person who has a proven history with RGC of the following;

- a. Repeated failure to settle accounts in a timely manner.
- b. Repeated disruptive behaviour during classes.
- c. Repeated or serious breaches of the RGC Dignity Charter.
- d. Proven breaches of Irish Law on RGC property or during RGC classes.

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SECTION 17

RGC DATA POLICY

RGC handles all collected data with absolute confidentiality. RGC will only collect or request data that is necessary to allow us to conduct our operations efficiently and correctly. RGC is the data controller and utilises various third-party software providers as data processors. Further information is available in the RGC GDPR Policy and on request by contacting the Club Secretary.

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|-----------------------|-----------------------|
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