



**RENMORE GYMNASTICS  
CLUB (RGC)**

***MEMBERS' HANDBOOK***

**Version:**

**March 2021**

# ***RGC MEMBERS' HANDBOOK***

## **REVISIONS TO MEMBERS' HANDBOOK**

This table below is a record of all revisions made to this handbook.

<b>Revision Number</b>	<b>Date of Revision</b>	<b>Section Revised</b>	<b>Revised By</b>	<b>Approved By</b>
2021/01	29-Jul-2021	Welcome	Club Manager	BOD
2021/02	29-Jul-2021	Discounts	BOD	BOD
2021/03	05-Aug-2021	Gymnasts Pathway	Head Coach	BOD
2021/04	14-Sep-2021	Discounts	BOD	BOD
2021/05	12-Oct-2021	Billing & Statements	BOD	BOD
2021/06	12-Oct-2021	Class Membership	BOD	BOD
2021/07	09-Nov-2021	Credit Policy	Club Manager	BOD
2021/08	09-Nov-2021	Fee Policy	Club Manager	BOD

## **ORIGINAL DOCUMENT INFORMATION**

**Author:** Eric O'Brien  
**Approved by:** RGC Board of Directors  
**Date Effective:** 01-Mar-2021

<b>Policy Title</b>	<b>Date Effective</b>
RGC Members' Handbook	01-Mar-2021

# **RGC MEMBERS' HANDBOOK**

## **TABLE OF CONTENTS**

<b>Part/ Section</b>	<b>Title</b>	<b>Page</b>
Introduction	Welcome to RGC!	4
<b>Section 1</b>	<b>Useful Contact Information</b>	5
<b>Section 2</b>	<b>Initial Registration</b>	6
2.1	Customer Portal Account	6
2.2	Class Assignment	6
2.3	Previous Experience	6
2.4	RGC Performance Programmes	6
2.5	Waiting Lists	6
2.6	Provision of Personal Information	7
2.7	Photography Policy	7
2.8	CCTV Policy	7
2.9	Agreement with RGC Terms & Conditions	7
2.10	RGC Data Policy	7
<b>Section 3</b>	<b>Gymnasts Pathway</b>	8
<b>Section 4</b>	<b>Attendance &amp; Access to Training/Events</b>	9
4.1	General Attendance Rules	9
4.2	Training Attire & Equipment	10
4.3	Accidents, Incidents & Illness	10
<b>Section 5</b>	<b>RGC Dignity Charter</b>	11
<b>Section 6</b>	<b>Communication</b>	12
6.1	RGC contact with Members/Parents in Relation to Administrative/Financial Matters	12
6.2	Members/Parents contact with RGC in Relation to Administrative/Financial Matters	12
6.3	How Coaches will Update Members/Parents of their progression in RGC	12
6.4	How Members/Parents can Contact Coaches	12
6.5	How to Make a Complaint	13
<b>Section 7</b>	<b>Event Volunteering</b>	13
<b>Section 8</b>	<b>Club Fundraising</b>	14
<b>Section 9</b>	<b>Fee Policy</b>	14
9.1	Membership Fees	14
9.2	Programme Fee Structure & Rates	15
9.3	Programme Fees	15
9.4	Once Off Fees	15
9.5	Other Fees, Events & Purchases	15
<b>Section 10</b>	<b>Discounts</b>	16
10.1	Family Member Discount	16
10.2	Multiple Class Discount	16

# ***RGC MEMBERS' HANDBOOK***

<b>Section 11</b>	<b>Billing &amp; Statements</b>	16
11.1	General Guidelines	16
11.2	Monthly Billing Process	16
11.3	Late Payment	17
11.4	Financial Data Processing	17
<b>Section 12</b>	<b>Credit Policy</b>	17
12.1	General Guidelines	17
12.2	Prolonged Absences	17
12.3	Return from Injury Credit	18
12.4	Single Class/Event Credit & Make-Up Classes	18
12.5	Events Outside RGC's Control	18
<b>Section 13</b>	<b>Financial Difficulty</b>	18
<b>Section 14</b>	<b>Account Queries</b>	19
<b>Section 15</b>	<b>Refunds</b>	19
15.1	Refund Policy	19
15.2	Future Classes/Camps/Courses etc	19
<b>Section 16</b>	<b>Class Membership/Cancellation Policy</b>	19

# **RGC MEMBERS' HANDBOOK**

## **WELCOME TO RGC!**

Beginning as a community club training in local halls and schools, we have rapidly grown to become one of the biggest non-profit gymnastics clubs in Ireland. The club was incorporated in 2009 and retains a community-based atmosphere for members. Led by our volunteer Board of Directors, our full and part-time staff provide 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 and *"Move – Grow – Thrive!"* with us.

**RGC's Mission:** Our mission is to coach our members towards their full potential in a safe, fun and progressive gymnastics environment.

**RGC's Vision:** RGC is dedicated to gymnastics through world-class excellence in our leadership, training & facilities.

**RGC's Tenets:** Our tenets guide us in our development, standards and growth;

- **Leadership:** *To lead with courage, professionalism, innovation & pride.*
- **Education:** *Developing our people in gymnastic movement, life skills, health, & wellbeing.*
- **Community:** *Creating an inclusive environment that fosters personal growth & a shared sense of achievement.*
- **Performance:** *Commitment to best practice by empowering performance at all ability levels.*

### **Club Affiliations & Training Standards**

RGC is affiliated with our National Governing Body (NGB), Gymnastics Ireland (GI), and Galway Sports Partnership. All staff are qualified coaches and administrators who complete Garda vetting, child safeguarding and first aid courses. If you 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 both hard work and time. Be committed, patient and the results will follow, with us supporting your gymnast at every step.

To encourage your gymnast, 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 of our gymnasts started with no prior experience, and we have instructed thousands of young people of all abilities over our long history in a safe, fun and progressive environment.

Finally, I would like to reiterate our commitment to your gymnast on their journey with us and hope they enjoy their time with RGC & welcome to the club!

**Eric O'Brien,**  
**Club Manager, RGC**

<b>Policy Title</b>	<b>Date Effective</b>
RGC Members' Handbook	01-Mar-2021

# RGC MEMBERS' HANDBOOK

## 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: [renmoregymnastics.org](http://renmoregymnastics.org)  
Facebook: [facebook.com/renmoregymnasticsclub/](https://facebook.com/renmoregymnasticsclub/)  
Instagram: [instagram.com/renmoregymnasticsclub/](https://instagram.com/renmoregymnasticsclub/)

#### 1.4 Useful Club Email Addresses

General Enquiries: [reception@renmoregymnastics.org](mailto:reception@renmoregymnastics.org)  
Account Enquiries: [club@renmoregymnastics.org](mailto:club@renmoregymnastics.org)

**\*See Section 6 for more info**

#### 1.5 Team RGC

Club Manager: Eric O'Brien  
Head Coach: Sally Batley  
Head of Participation: Sam Marciano  
Club Secretary: Emma Flaherty

*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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Policy Title	Date Effective
RGC Members' Handbook	01-Mar-2021

# **RGC MEMBERS' HANDBOOK**

## **SECTION 2**

### **INITIAL REGISTRATION**

#### **2.1 Customer 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 like 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 customer portal is available at;

<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 gymnast 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 gymnast move to another group based on their ability.

If your gymnast trained at a high level with another registered gymnastics club, please email the club 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 gymnast for a trial to recommend the best group to join.

#### **2.4 RGC Performance Programmes**

Enrolment to our performance 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, we are unable to give an approximate waiting time for our waiting lists. You are welcome to change the classes you would like to enrol in through our Customer Portal. Should our waiting lists grow too long, we may pause the list to prevent it getting too large. 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.

<b>Policy Title</b>	<b>Date Effective</b>
RGC Members' Handbook	01-Mar-2021

# **RGC MEMBERS' HANDBOOK**

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.

## **2.6 Provision of Personal Information**

It is a requirement to inform us of any relevant medical information or updates (medical/dietary/physical/allergies etc) when registering and updating members profiles. This allows us to properly plan for any situation which may arise. This information is dealt with in the strictest of confidence.

## **2.7 Photography Policy**

Members are required to consent to our photography policy (on the Customer 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 by email. 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 CCTV Policy**

This system is used solely to deter criminal activity and to improve both staff and member safety. All information gathered by the CCTV system will be treated as personal data with protection provided by the relevant acts. Only in the case of a court order or request from the Gardaí, will information from the CCTV system be released outside of RGC. This system operates 24 hours a day and year-round.

## **2.9 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 Customer 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.

## **2.10 RGC Data Policy**

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

<b>Policy Title</b>	<b>Date Effective</b>
RGC Members' Handbook	01-Mar-2021



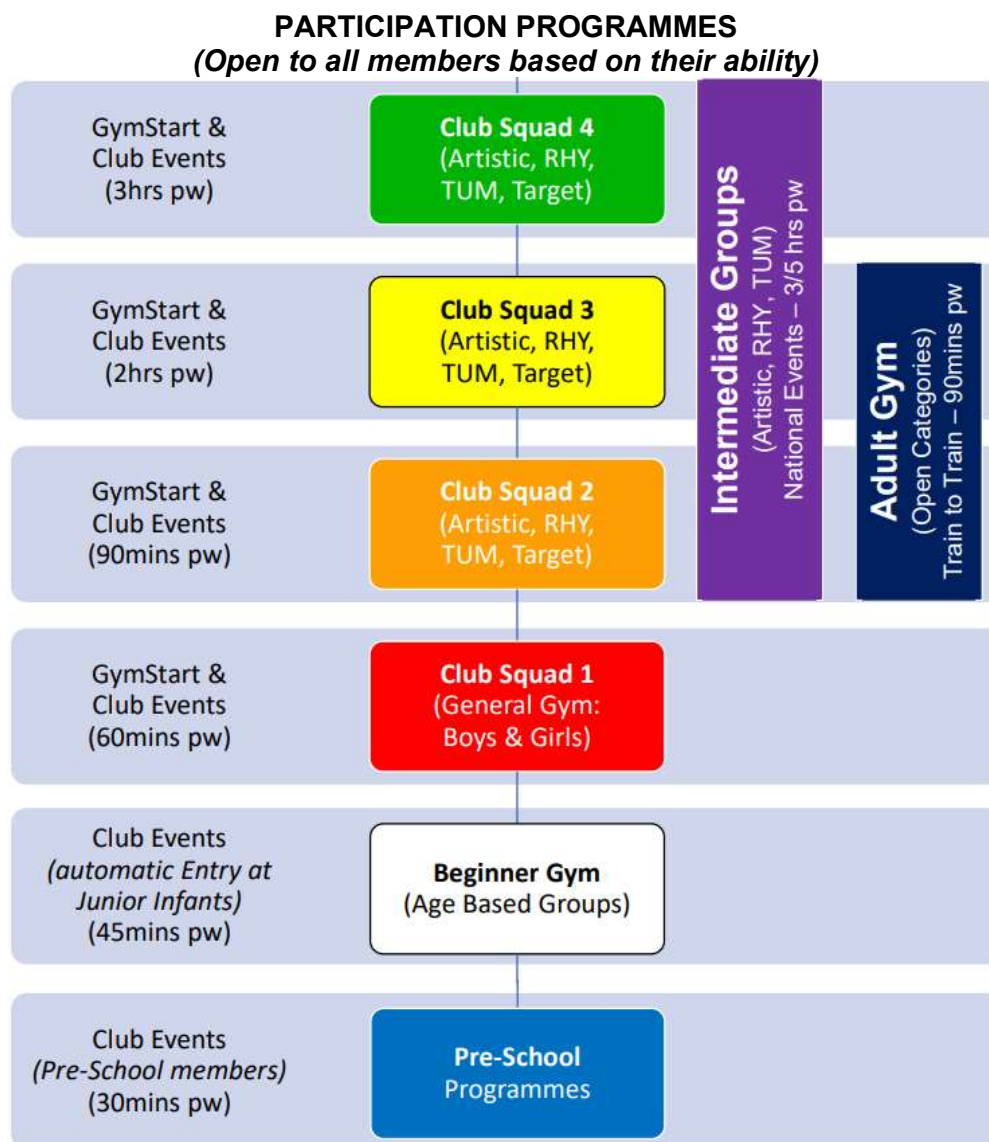
# RGC MEMBERS' HANDBOOK

## SECTION 3

### GYMNASTS PATHWAY

All members entering RGC are assigned to the age group which is most appropriate for them. Our gymnast's pathway allows our members to excel through their efforts, following a coach led structured approach to progression.

A simplified view of the pathway is illustrated below;



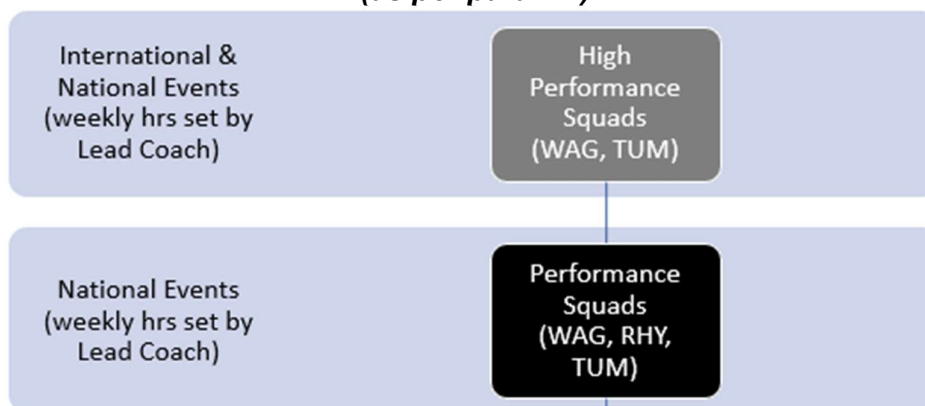
**Note 1 – Some groups may have more than one sub-group (ie A, B or C, with A being the entry level sub-group)**

**Note 2 – Gymnasts will be considered for progress along the pathway after assessment by their coaches and successful completion of the relevant skill set in their grade.**

Policy Title	Date Effective
RGC Members' Handbook	01-Mar-2021

# RGC MEMBERS' HANDBOOK

## PERFORMANCE PROGRAMMES (as per para 2.4)



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## SECTION 4

### ATTENDANCE & ACCESS TO TRAINING/EVENTS

#### 4.1 General Attendance Rules

RGC records the attendance of all members. Please contact the club as soon as possible before your session if you will be late or not attending.

Members will be admitted to class shortly before it is due to commence. You are asked 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). Staff cannot dismiss members prior to confirming that their parent is there to collect them. We also ask parents 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.

Policy Title	Date Effective
RGC Members' Handbook	01-Mar-2021

# **RGC MEMBERS' HANDBOOK**

## **4.2 Training Attire & Equipment**

Please ensure that members attend classes 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 tied back. Members will be asked to take their socks off for safety reasons on occasion. Please inform the club if a member'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 members do not bring nuts into the gym as other members have severe allergies.

To ensure member's belongings are not misplaced or taken home accidentally by another member, we suggest that all items are labelled clearly and 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 trained staff will provide basic treatment on site. In the case of a more serious injury, our staff will contact an ambulance, while another member of staff will contact the member's parents/guardian. All RGC staff receive certified first aid training.

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

<b>Policy Title</b>	<b>Date Effective</b>
RGC Members' Handbook	01-Mar-2021

# **RGC MEMBERS' HANDBOOK**

## **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.

<b>Policy Title</b>	<b>Date Effective</b>
RGC Members' Handbook	01-Mar-2021

# RGC MEMBERS' HANDBOOK

## SECTION 6

### COMMUNICATION

Our staff 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 able to provide feedback immediately upon receipt of a query. You are also asked to abide by the outlined methods to ensure clear communication between you and the club.

At all times, when a member is under 18 years of age, RGC will only communicate with the member's parent/guardian. We will only communicate with a member in relation to their account and will not engage with a third-party on their behalf.

In all communications, both staff and members are reminded of our 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**

Our Support Team, may occasionally need to contact a member/parent to confirm, amend or follow-up on administrative, billing and account issues. The club will primarily use email, followed by telephone and finally by letter should a response not be obtained. Please ensure that your current email address is on file 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 at [reception@renmoregymnastics.org](mailto:reception@renmoregymnastics.org). 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 gymnast's pathway programme, coaches will give updates periodically throughout the year on a member's progress and any areas of concern by email. We are unable to 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.

Should a member/parent wish to contact a coach, they should contact the club who will endeavour to facilitate contact with the coach at an appropriate time for both parties. Coaches will primarily answer such queries by email, however on occasion a meeting may be facilitated to address any serious areas of concern with the coach (or other RGC staff member). Members/Parents are requested to refrain from contacting coaches outside of this method, as

Policy Title	Date Effective
RGC Members' Handbook	01-Mar-2021

# **RGC MEMBERS' HANDBOOK**

coaches must 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 Coach.

Members are asked to please refrain from asking coaches to discuss their membership between classes, as this keeps our coaches from getting to their next class on time.

## **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:

- a. Date and time of incident.
- b. Location of incident.
- c. RGC staff involved or witnesses.
- d. Member/Parent involved or witnesses.
- e. 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**

Occasionally, the club 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 can host these events. Volunteers may be asked to fill chaperone, administrative or general assistance duties 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 required to ensure that we continue to provide a safe and secure environment for all our members and guest gymnasts.

<b>Policy Title</b>	<b>Date Effective</b>
RGC Members' Handbook	01-Mar-2021

# **RGC MEMBERS' HANDBOOK**

## **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 competitive rates. We are also mindful that membership and training fees add up to a considerable amount, particularly at a competitive level. Fees for members training more than 12 hours a week in our Performance programmes are subsidised by the club.

#### **9.1 Membership Fees**

- a. **Club Membership:** **€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:** **Relevant Rate Annually**  
All members must pay their annual GI membership fee. This is normally applied to member's accounts annually in September. GI Membership runs from September to August and the cost is directly set by GI.
- c. **GI Camp Membership:** **Relevant Rate Annually**  
This fee is normally included in the set price of the camp and is **only payable** by non-RGC/GI members for the duration of the camp.
- d. **External Members:** **€30 Annually**  
This membership is valid for 12 months from the first date of registering as an external member and is billed annually when due.

<b>Policy Title</b>	<b>Date Effective</b>
RGC Members' Handbook	01-Mar-2021

# RGC MEMBERS' HANDBOOK

## 9.2 Programme Fee Structure & Rates

Tuition fees (also referred to as training fees), is the amount a member is billed for attending classes with us. Fees are planned for each **12-month training year** (September – August). Fees are devised around the number of hours a member trains weekly and the number of planned training weeks per year as approved by the Head Coach. The planned tuition costs are then spread evenly across a twelve-month period for payment.

Fees must be paid throughout a member's short periods of absence, including but not limited to personal/family engagements, short illness/injury and family holidays. Members 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.)

## 9.3 Programme Fees

Members commit to paying the full programme fees in either of our two programmes of training (which include multiple disciplines and levels of ability):

- a. **Performance Programmes:** These programmes train for differing amounts of hours per week, with fees being based per group. Members enrolling in a performance programme of training, commit to training and paying fees for 12 months annually.
- b. **Participation Programmes:** These classes are enrolled on a continuous or rolling basis for 12 months annually.

## 9.4 Once Off Fees

### **Programme Trial at RGC:**

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

## 9.5 Other Fees, Events & Purchases

The undermentioned additional fees must be paid in advance in the relevant event or purchase.

- a. **Other Fees:** Should our National Governing Body (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 account.
- b. **Other Events:** From time to time, we organise 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:** We offer merchandise and equipment for sale through our Club Shop (Customer Portal). These purchases are applied to your account or can be paid for in advance.

Policy Title	Date Effective
RGC Members' Handbook	01-Mar-2021



# RGC MEMBERS' HANDBOOK

## SECTION 10

### DISCOUNTS

#### 10.1 Family Member Discount

The club offers a family member discount of €5 per month for each second and subsequent member enrolled in RGC programmes.

#### 10.2 Multiple Class Discount

The club offers a discount of 25% for members who attend more than one class with the club. This discount is applied to the lowest priced class in which the member is enrolled.

Members who would like to avail of these discounts must contact the club at least two weeks, prior to these additional family members joining RGC.

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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 automatically re-enrolled for each training year. If you wish to drop your enrolment, you must confirm this by email to the club.

Timely payment of accounts allows us 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.

#### 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 1<sup>st</sup> 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 1<sup>st</sup> 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**

Policy Title	Date Effective
RGC Members' Handbook	01-Mar-2021

# **RGC MEMBERS' HANDBOOK**

**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 Customer Portal.
- e. **Failed Autopay Payment:** Should a member's autopay not clear, autopay will run again after 7 days to collect the payment. Members are 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 our policy that members who fail to pay their monthly accounts and do not engage with the club, will have their membership and programme enrolment revoked.

## **11.4 Financial Data Processing**

The information you supply when registering your payment card on the Customer 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.

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## **SECTION 12**

### **CREDIT POLICY**

#### **12.1 General Guidelines**

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

#### **12.2 Prolonged Absence**

- a. RGC will grant account credit in the following circumstances upon receipt of a Medical or Physiotherapists Certificate (which states the period of expected absence) where the member is unable to attend for three or more consecutive weeks training;
  - i. Injury.
  - ii. Prolonged Illness.
- b. Each case will be reviewed by the Club Manager & Lead Coach after three consecutive months (or six cumulative months in a year) to assess whether the gymnast needs to reduce their training commitment and join another suitable group, in the best interests of the gymnast's safe training.
- c. RGC requests that members notify the club as soon as possible to allow us to credit your account in advance of statements being issued.

<b>Policy Title</b>	<b>Date Effective</b>
RGC Members' Handbook	01-Mar-2021

# **RGC MEMBERS' HANDBOOK**

## **12.3 Return from Injury Credit**

Members who attend more than one training session per week and sustain a long-term injury (preventative injury which means the gymnast is not able to train fully for more than three weeks), can apply to have this Credit applied to their account.

The member's parent/guardian (if under 18) or the gymnast (if 18 or older), must send an email to the Club Secretary stating that they are happy for the gymnast to return to training while injured. This must in all cases be accompanied by a medical or physiotherapists certificate which states the expected return to full training date. This in turn will be referred to the Lead Coach for consideration of a safe return to training for the gymnast. If the Lead Coach assesses that a return to any training is not safe, the gymnast will not be allowed to return until they are either reassessed or fully fit.

The credit applied will be based on the average number of hours that the member will safely train and as agreed with their Lead Coach in a calendar (billing) month. This will be confirmed with the Lead Coach monthly prior to statements being issued.

Each case will be reviewed by the Club Manager & Lead Coach after three consecutive months (or six cumulative months in a year) to assess whether the gymnast needs to reduce their training commitment and join another suitable group, in the best interests of the gymnast's safe training.

In all cases, only the Club Manager is authorised to grant this credit.

## **12.4 Single Class/Event Credit & Make-Up Classes**

RGC will grant either 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.

## **12.5 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.

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## **SECTION 13**

### **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.

<b>Policy Title</b>	<b>Date Effective</b>
RGC Members' Handbook	01-Mar-2021

# **RGC MEMBERS' HANDBOOK**

## **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.
- e. Fees paid for GI Membership.

#### **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 of classes that are currently in progress, while a refund will not be offered, a partial credit may be offered to cover the duration of the remainder of the camp/month's tuition.
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## **SECTION 16**

### **CLASS MEMBERSHIP/CANCELLATION POLICY**

All members are automatically enrolled in their current class annually. Any member who does not wish to be enrolled at the start of the training year must contact the club.

Members who wish to cancel their enrolment must do so by email to the club as soon possible before the new training month begins. Members are responsible for payment of all classes (in full months) that precede their request to withdraw (also known as "Drop-Date").

Our Board of Directors also reserve the right to cancel the membership of a person who has a proven history 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.

<b>Policy Title</b>	<b>Date Effective</b>
RGC Members' Handbook	01-Mar-2021