

RGC MEMBERS' HANDBOOK



RENMORE GYMNASTICS CLUB (RGC)

MEMBERS' HANDBOOK

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WELCOME TO RGC!	3
Club Affiliations & Training Standards	3
SECTION 1: CONTACT INFORMATION	3
SECTION 2: INITIAL REGISTRATION	4
SECTION 3: GYMNAST PATHWAY	5
SECTION 4: ATTENDANCE & TRAINING	5
SECTION 5: RGC DIGNITY CHARTER	6
SECTION 6: COMMUNICATION	6
SECTION 7: FEE POLICY	7
SECTION 8: BILLING & PAYMENTS	8
SECTION 9: CREDIT & DISCOUNT POLICY	8
SECTION 10: FINANCIAL DIFFICULTY	9
SECTION 11: ACCOUNT QUERIES	9
SECTION 12: REFUNDS	9
SECTION 13: CANCELLATION OF MEMBERSHIP	10

RGC MEMBERS' HANDBOOK

WELCOME TO RGC!

Welcome to RGC! We began as a community club training in local halls and schools. Since being incorporated in 2009, we have grown into one of the largest non-profit gymnastics clubs in Ireland, while keeping our community spirit. We offer several gymnastics disciplines for all ages and abilities, and we hope you'll Move – Grow – Thrive! with us.

Our Mission: To coach every member towards their full potential in a safe, fun and progressive environment.

Our Vision: Excellence in gymnastics through world-class leadership, training and 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 the National Governing Body (NGB) Gymnastics Ireland (GI). All staff are qualified coaches and/or administrators who complete Garda vetting, child safeguarding. If you have any queries about your training or the club itself, please feel free to reach out and ask.

SECTION 1: CONTACT INFORMATION

1.1 Address

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

1.2 Phone, Email & Website

Phone: 091 392 544

Email: hi@renmoregymnastics.org

Website: renmoregymnastics.org

RGC MEMBERS' HANDBOOK

SECTION 2: INITIAL REGISTRATION

2.1 Customer Portal Account

All members need an account on our Customer Portal (under "My Account" at <https://app.iclasspro.com/portal/renmoregymnastics/dashboard>). Create an account, add your gymnast(s), then add their names to our waiting list.

We don't make individual offers. When classes become available, we'll email you an invitation to book through the portal, so please stay subscribed to our emails.

2.2 Class Assignment

New members join the Recreational stream in a class based on their age (see Section 3).

2.3 Previous Experience

Gymnasts who have trained at another club may start as beginners so our coaches can assess them, after which they may be moved to a more suitable group. If your gymnast has trained at a high level, email us their previous level and weekly hours, and we may invite them to a trial.

2.4 Competitive Programmes (WAG / TUM)

Entry is by coach recommendation and/or trial only.

2.5 Personal Information

Please tell us about any medical, dietary, physical or allergy needs when registering, and keep this up to date. This information is kept strictly confidential.

2.6 Photography Policy

You can accept or decline our photography policy in the Membership Agreement on the portal, and change your choice at any time. We cannot guarantee exclusion from all photos at large club events.

2.7 CCTV

RGC operates 24-hour CCTV to deter crime and keep staff and members safe. Footage is treated as personal data and only released outside RGC by court order or at the request of An Garda Síochána.

2.8 Terms & Conditions

Before training begins, all members must sign the Membership Agreement on the portal. By signing, you agree to RGC's Terms and Conditions and the Gymnastics Ireland Code of Conduct, and to abide by the Club's rules and policies.

2.9 Data Policy

RGC only collects data it needs to run the club and treats it confidentially. We are the data controller and use secure third-party providers to process data. More information is available on request.

SECTION 3: GYMNAST PATHWAY

New members are placed in an age group based on their age on 1 September.

Recreational gymnasts move up by age twice a year.

- **Under 5s:** Beginners can start in a parent-assisted class before moving to an independent, coach-led class.
- **Age 7+:** Gymnasts can trial for our Participation stream (GymStart / JumpStart Tumbling & Display).

RGC MEMBERS' HANDBOOK

- **GymAble:** A programme for gymnasts with sensory, physical, intellectual or behavioural needs.
- **Competitive:** By invitation only.

SECTION 4: ATTENDANCE & TRAINING

4.1 Attendance

- RGC records attendance for every class. Please let us know as early as possible if your gymnast will be late or absent.
- Please arrive shortly before class starts and return shortly before it ends. Arriving too early disrupts the training already under way.
- Parents may not stay in the gym during training unless a coach asks them to.
- RGC is not responsible for members outside their class time, for example in the lobby or outside the building.
- Coaches will not let a gymnast leave until a parent or guardian is there to collect them.
- Gymnasts may only use the equipment they are instructed to use, and must help tidy up at the end of each class.

4.2 Clothing & Belongings

- Wear suitable sportswear, such as a leotard, shorts, leggings or a tracksuit. RGC clothing is available to buy but is optional.
- Gymnasts training at competition level must buy official RGC competition attire. Please contact the club for details.
- Tie hair back. No jewellery is allowed, including watches.
- Gymnasts may be asked to remove their socks for safety. Let us know if a foot must stay covered for medical reasons.
- Bring water in a labelled bottle.
- Label all belongings. Items left behind go to Lost & Found, and anything not collected within two weeks is donated to charity.

4.3 Accidents & Illness

Our trained staff will give first aid if there is an accident. For serious injuries, we will call an ambulance and contact the parent or guardian. Please keep gymnasts at home if they are unwell.

SECTION 5: RGC DIGNITY CHARTER

All members, staff, parents and visitors agree to abide by the RGC Dignity Charter. The full charter is displayed in our reception area and on our website, and applies in full.

RGC MEMBERS' HANDBOOK

In summary, everyone at RGC is expected to:

- Treat each other with dignity and respect, valuing every individual's diversity.
- Show honesty, empathy, respect and inclusion at all times.
- Help create a safe, friendly environment where gymnasts can have fun, thrive and make friends.
- Follow the Club's Rules and Code of Conduct.
- Seek help from staff to resolve conflict peacefully.
- Lead by example in their own behaviour and in how they respond to others.

Bullying, harassment or abuse in any form will not be tolerated.

SECTION 6: COMMUNICATION

All communication with the club goes through hi@renmoregymnastics.org, and we will pass your message to the right person.

- **Under 18s:** We only communicate with a parent or guardian, and never with third parties on a member's behalf.
- **Contacting you:** We will contact you mainly by email, and occasionally by phone. Please keep your email address up to date and check that our emails are not going to your spam folder.
- **Progress updates:** Coaches share progress in different ways depending on the programme, such as assessments, certificates or feedback.
- **Contacting coaches:** For safeguarding reasons, and to treat all members fairly, coaches can not discuss a gymnast during class or share their personal contact details. Please email us instead, and we will arrange a reply or, if needed, a meeting.
- **Respect:** All communication should follow our Dignity Charter (Section 5).

6.1 Complaints

Email your complaint to hi@renmoregymnastics.org, marked for the attention of the Club Manager. Please include the date, time and location of the incident, who was involved, any witnesses, and a brief description. All complaints are treated confidentially, and the Club Manager or the Board will reply by email.

SECTION 7: FEE POLICY

As a non-profit club, we aim to offer high-quality coaching in small groups at fair rates.

7.1 Annual Membership Fees

All members must pay two annual fees before they can train. Neither fee is refundable.

- **RGC Club Membership:** Our annual club fee.

RGC MEMBERS' HANDBOOK

- **Gymnastics Ireland (GI) Membership:** This runs from September to August, includes insurance, and its cost is set by GI.

Non-members attending a camp pay a temporary GI camp membership, which is usually included in the camp price.

7.2 Training Fees

Our training year begins in August. Training fees are calculated from weekly training hours and the number of training weeks in the year. Training runs for 11 months, with a one-month break between mid July to mid August, but the cost of those 11 months is spread over 12 equal monthly payments. This means a payment is still due during the break month.

Fees still apply during short absences, such as holidays, family commitments, or a short illness or injury. In some cases, you may be eligible for account credit (see the Credit & Discount Policy section).

7.3 Other Fees & Purchases

- **Gymnastics Ireland Events:** The cost of national or international competitions or national squad training, as set by Gymnastics Ireland, is billed to your account. Gymnasts selected for a national squad will also be charged a club contribution towards the cost of providing a coach.
- **Fundraising Events:** We hold fundraising events and raffles from time to time. Any contributions are payable at the event or in advance.
- **Club Shop:** You can buy merchandise and equipment through the Club Shop on the Customer Portal. Purchases are added to your account, or you can pay for them up front.

SECTION 8: BILLING & PAYMENTS

8.1 General

Fees are paid monthly in advance. You will be told your programme fees before you join, and before each new training year. Members are automatically re-enrolled each year. If you do not wish to continue, you can drop your class on the Customer Portal.

A monthly statement is issued about one week before each payment is due.

RGC MEMBERS' HANDBOOK

8.2 Payment

- **Due date:** Payment is due on or before the 1st working day of each month.
- **Autopay:** All members must register a credit or debit card on the Customer Portal. Your statement will be charged to it automatically on the 1st working day of each month. If we can not run Autopay on that date, we will let you know in advance.
- **Paying early:** You can pay your statement on the portal at any time before Autopay runs.
- **Failed payments:** If a payment fails, Autopay will try again after 7 days.
- **Card security:** RGC staff can not see your card details. They are held securely by our software provider.

8.3 Late Payment

If you're having trouble paying, please contact us as soon as possible (see the Financial Difficulty section). Members who do not pay and do not engage with the club will have their membership and class enrolment cancelled.

SECTION 9: CREDIT & DISCOUNT POLICY

9.1 Injury or Prolonged Illness

Account credit may be considered when a gymnast cannot train for **four or more consecutive weeks** because of injury or prolonged illness. Credit is not automatic, and each case is assessed individually by the Club Manager.

- Credit is only considered once a medical or physiotherapist's certificate stating the expected absence period has been received.
- Please let us know as soon as possible, so any credit can be applied before your next statement is issued.
- If a gymnast will be absent for 12 weeks or more, the club may withdraw them from their class.

9.2 Make-Up Classes & Closures

- We cannot offer make-up classes for any missed session.
- No credit is given for closures outside our control, such as severe weather or flooding.
- The club will close during a Status Red weather warning and reopen once it is lifted.

9.3 Discounts

- **Family discount:** €5 off per month for each additional family member enrolled.

RGC MEMBERS' HANDBOOK

- **Multiple class discount:** 10% off for gymnasts attending more than one class, applied to the lowest-priced class.

SECTION 10: FINANCIAL DIFFICULTY

If you are having difficulty paying your account, please email hi@renmoregymnastics.org, marked for the attention of the Club Manager, to discuss alternative payment options. Contacting us early helps prevent a large balance building up. All cases are treated in the strictest confidence.

SECTION 11: ACCOUNT QUERIES

Please check your account regularly. If anything on your statement needs clarifying, email hi@renmoregymnastics.org promptly. Queries about charges more than one month old will only be considered in exceptional circumstances.

SECTION 12: REFUNDS

12.1 Refund Policy

Refunds will not be given for:

- Missed classes, or classes where the gymnast arrived late or left early
- Absences due to holidays
- Classes or events that have already taken place or are in progress
- RGC Club or Gymnastics Ireland membership fees

12.2 Camps & Classes

- **Camps:** If you cancel a camp booking at least two weeks before it starts, you will receive a refund. If you give less notice, account credit may be given where appropriate, as long as you request it within 5 working days of the camp.
- **Classes:** Fees are charged monthly. If you drop a class part-way through a month, or do not tell us before the first class of the month that your gymnast will not be attending, that month's fee will not be refunded or credited.

SECTION 13: CANCELLATION OF MEMBERSHIP

13.1 Cancelling Your Membership

To cancel, drop your class on the Customer Portal before the new month begins. Fees are payable for every full month up to your drop date (see Sections 8.1 and 12.2).

13.2 Cancellation by the Club

RGC may cancel the membership of anyone with a history of:

- Repeated failure to pay their account on time

RGC MEMBERS' HANDBOOK

- Repeated disruptive behaviour during classes
- Repeated or serious breaches of the RGC Dignity Charter
- Breaking Irish law on RGC property or during RGC activities