



SYDNEY HILLS GYMNASTICS

## MAKE UP POLICY

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**POLICY NAME:** Sydney Hills Gymnastics Fees Policy  
**DATE OF ISSUE:** March 2017  
**DATE OF REVIEW:** January 2018  
**CONTROLLING BODY:** Sydney Hills Gymnastics – Managing Director

### 1. STATEMENT OF COMMITMENT

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Sydney Hills Gymnastics Club is committed to providing the highest quality service at our facilities. AS one of the benefits of our services Club is happy to offer families make-up classes for their children.

### 2. POLICY APPLICATION

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This policy applies to the Sydney Hills Gymnastics Director, Staff, Volunteers, Customers and all users of the clubs facilities and classes.

### 3. POLICY COVERAGE

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This policy serves to cover all requests of the make up classes made by our customers.

### 4. ROLES AND RESPONSIBILITIES

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#### Managing Director

- Determine the make up allowance each calendar year.
- Determine the procedures for make up booking.
- Determine the procedures for make up recording.

#### General Manager

- Ensure all staff is following the correct procedures.
- Handle any disagreements, arguments and complaints associated with matter.
- Approve all extensive or once of make ups.

#### Members

- Responsible to follow make up booking procedures, attending offered make ups by Sydney Hills Gymnastics Club as per the rules outlined in this policy.

### 5. POLICY RULES, BREACHES AND CONSEQUENCES

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## **RULES AND CONDITIONS**

There are some limitations and conditions of the make-up options that we can offer:

1. We will endeavour to find an available place for the make-up in an equivalent level class that has less participants than our ratio limits.
2. If there is no class to meet this condition, unfortunately we are unable to provide a make-up class for your child.
3. Make-up classes are limited to 3 per term per child. Changing often from regular classes hinders the development of relationships with peers in class and with the teacher, as well as in the make-up classes which your child attends.
4. All Kindergym, Pre-school participants also have an option of 1 ONLY sick leave day, that could be used as part of the re-enrolment fees for the following term.
5. Acceptable reasons for a make-up class to be offered are as follows:
  - illness of the participant;
  - other emergency in the family;
  - if you re-enrol and know you have planned holidays you can schedule make-ups.
6. The following reasons are NOT acceptable for a make-up to be offered:-
  - other extra curricular activities
  - school events
  - broken-down cars
  - weather (being too hot, cold or bad weather)
7. Make-ups can only be offered during the same term.
8. Make-up requests must be submitted via email to [vasiltrof1@bigpond.com](mailto:vasiltrof1@bigpond.com) or [info@sydneyhillsgymnastics.com.au](mailto:info@sydneyhillsgymnastics.com.au) including child's name and regular class time and a list of possible days to attend the make-up.
9. Our staff will contact you via email or phone to confirm the scheduled make-up.