Updated 16/03/2022

Welcome to our booking system if you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern City of Bristol Gymnastics Centre’s relationship with you in relation to this website.

For detailed information on our policies and procedures please contact the facility

Policies and procedures are subject to change without notice and may vary from facility to facility. While every effort is made to ensure that all the information on this site is up to date and correct, City of Bristol Gymnastics Centre will not be held responsible for any loss, direct or indirect resulting from use of this information.

1. **Bookings and Payments**
	1. **Once you have been offered and you have accepted a place on a class full payment is required to secure this booking. You first payment must be made within 3 days of accepting or before the 1st session your child attends whichever occurs first.**
	2. **When you sign up to our classes an account will be created for you on our administration platform Love Admin to manage your payments and personal details to ensure this are kept up to date.**
	3. **When accepting a place on one of our classes you are agreeing to a rolling month contract, your child’s place is secure as long as your payment is up to date.**
	4. **Class fees are requested on a monthly basis for all pay monthly classes or at the point of booking for all pay as you go classes.**
	5. **Monthly Payments are requested on the last date of each month for the following month (example Fees request 31st March will cover April). Pay as you go must be paid at the point of booking.**
	6. **Our on-line booking and payment system Loveadmin.com uses a Pre authorised payment system using PayPal to process Debit/Credit cards and GoCardless to process Direct Debits.**
	7. **The easiest way to make payment to guarantee your child’s place is secure is to set up one of the following, Pre Authorise a card via PayPal or pre authorised direct Debit. By selecting preauthorised future payments; each time a payment is requested it will be collected, saving you the hassle of logging in to pay each time.**
	8. **You can cancel you payment method at any time by logging into your account and deactivating your Pre authorisation. If you are unable to do this please call reception and we will be happy to help**
	9. **No child will be permitted to enter a class without payment, in this instance the child will be brought out to reception and the parent contacted to make payment.**
	10. **Failure to make payment on time for your child’s class will result in their removal from the class and the place being offered to the waiting list.**
2. **Cancellations**
	1. **When you sign up to a monthly class you have committed to that months fees**
	2. **To cancel you place we require 4 weeks’ notice in writing to** Gymnastics@almsport.co.uk
	3. **All Fees are non-refundable unless there are special circumstances in which case the refund is at our discretion.**
	4. In exceptional circumstances it may be necessary for City of Bristol Gymnastics to cancel a class. If this happens, you will be notified with as much notice as possible by email and on our social network. In these cases we will arrange for a credit on the following payment request to compensate for the cancellation.
3. **Centre Opening Times**
	1. The centre reception desk is open daily from 4pm – 8 pm
	2. Classes run all year round including during the ½ term holidays
	3. The centre closes for the following days
		1. Bank holidays
		2. 1 week in August for Maintenance
		3. Between Christmas and New Year
	4. All class fees are adjusted accordingly to reflect these closures
4. **Guardians**
	1. In independent classes (where the adult is not required to participate in class) adults are asked to wait outside in the café or to drop gymnasts and leave the venue.
	2. All children under the age of 5 must be accompanied by an adult throughout the building and they must stay within the building for the duration of the class.
5. **Arriving at classes and leaving**
	1. Gymnasts must be escorted into City of Bristol Gymnastics Centre.
	2. They cannot be dropped in the car park or other areas of the venue. Likewise, at the end of the class please collect your gymnast from the hall door.
	3. Gymnasts without guardians will not be allowed to leave unattended unless prior written consent has been given by the guardian.
	4. This consent will only be accepted for gymnasts aged 12 and over. Gymnasts are required to arrive in good time to start the class promptly.
6. **Disruptive and Inappropriate Behaviour**
	1. All Children and adults in attendance at City of Bristol Gymnastics are always expected to be civil and courteous to other members and other users.
	2. We always expect all children and adults to abide by our code of conduct, failure to do so may result in being escorted from the premises and your class or booking maybe cancelled.
7. **Injury and Illness**
	1. A refund or credit for lessons missed due to illness or injury will only be considered on production of a signed, valid and dated doctor’s note.
8. **Medical conditions and disability**
	1. Everyone taking part in any activity at City of Bristol Gymnastics Centre MUST have filled in a PARQ either through Loveadmin or at reception before taking part.
	2. Customers, parents/guardians must make us aware of any medical conditions or disability the participant may have and we must be informed if you have any changes in your health, especially if there is any side effects due to taking part in gymnastics. Please inform reception or speak to the lead coach of the class.
9. **Physical Contact**
	1. Parents should be aware that due to the nature of gymnastics it is necessary for the coaches to have physical contact – known as “Handling” or “supporting” the gymnasts.
10. **Gym Rules**
	1. Please read the gym rules before entering the gym posted up before you enter. Please make sure you and your child understand these rules and adhere to them.
11. **Lost property**
	1. All property is the responsibility of the child and guardian attending class City of Bristol Gymnastics cannot be liable for any lost or damaged belongings. Items found will be held at the office for a period of one month before being disposed of or donated to charity.
12. **Customer Service**
	1. It is our intention to provide you with the highest level of customer service at all times, however, if you are dissatisfied with the level of service, please contact management by emailing ellie@almsport.co.uk