



Tuition & Payment Policy

1. Tuition

Tuition is charged in advance each month based on the number of hours the gymnast is enrolled and the number of weeks / classes in the month. Enrolments can be requested by members/families via the customer portal. FLIP Gymnastics staff may also set up active enrolments on behalf of members. This will be done as required and when gymnasts move to the new timetable each year. Actively enrolled gymnasts will be charged for all classes scheduled in the month. FLIP Gymnastics will communicate via email regarding enrolments. It is the members responsibility to check enrolments in the customer portal before the end of each month and drop any unwanted enrolments to avoid being charged for any unwanted enrolments. Credits and Refunds will not be issued for failure to drop unwanted classes before the end of the month.

Gymnasts will be charged for classes they miss due to personal reasons such as injury, illness, personal holidays etc. However, these classes can be rescheduled in an equivalent class provided there is availability (see below).

Tuition payments are processed via credit card saved to the gymnasts FLIP Gymnastics family account on the 1st of each month for that month. (Please note if the 1st falls on a non-banking day the deduction may occur from your account in the subsequent days).

2. Registration

The registration payment must be paid to enrol in a class. The price of registration remains the same regardless of what time in the year you enrol. The registration payment covers insurance.

3. Cancelling Tuition / Classes

All enrolment cancellations are required to be submitted online via the FLIP Gymnastics gymnast's customer portal and should be submitted before the end of the current month to avoid further tuition payments being processed. Processed cancellation requests are effective following the last paid class (all payments are made in advance on 1st of month) or a date following the last paid class if requested.

NO refund or credit will be applied if you choose not to attend any paid classes

4. Class Absence / Rescheduling

All absences for future classes are required to be submitted online via the FLIP Gymnastics gymnast's customer portal. To receive a make-up token, the absence must be submitted before the class start time. At the conclusion of the class a make-up token will be applied to the gymnasts file and the make-up class / reschedule can be booked online using the token.



Make up tokens will expire **6 months** from the date of the missed class, and you must be actively enrolled in classes to utilise make up tokens that were issued when our facility was open, and classes were running. Make up tokens cannot be utilised by persons no longer actively enrolled in FLIP Gymnastics classes.

5. Tuition FREE absence

One week block absences (Monday to Sunday) can be taken as tuition free absences. Members are entitled to a maximum of 4 weeks per calendar year. Future absences must be made via the FLIP Gymnastics gymnast's customer portal by the Sunday prior to the absent block. The absence must be for 7 days – Monday to Sunday and note in request must state that a “tuition free” absent is requested.

6. Credits and Refunds

Credits and refunds are not available for missed classes except in exceptional circumstances and at the discretion of the owners and will last for 12 months. No credits or refunds are available for Registration payments. No refunds or exchanges are available on merchandise purchased through FLIP Gymnastics for change of mind, incorrect sizing or incorrect item purchased.

WE DO NOT ISSUE REFUNDS OR CREDIT IF YOU CHANGE YOUR MIND

FLIP Gymnastics reserves the right to cancel classes