



**Club PERÓ**

abn : 78 081 145 327

email : [info@clubpero.com.au](mailto:info@clubpero.com.au) | mob : +61 405 631 397 | web : [www.clubpero.com.au](http://www.clubpero.com.au)

postal : P.O Box 354 Bondi NSW 2026

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

As of 10 November 2017

### **WHAT ARE THE SCHOOL TERM / HOLIDAY PROGRAM DATES?**

Please refer to:

- The latest Term Newsletter (as sent to your preferred email address by Club PERÓ upon your daughter's enrolment);
- Our Website - [School Term Timetable](#) & [School Term Dates](#); and
- Notice board at our locations.

### **ARE CLASSES HELD ON PUBLIC HOLIDAYS?**

Club PERÓ does not hold classes on public holidays, unless specifically scheduled. Class dates are subject to School Term dates. All parents and guardians will be notified prior to the School Term / Holiday Program if date changes occur.

### **WHAT DOES MY DAUGHTER WEAR / BRING TO CLASS?**

Please refer to:

- The latest Term Newsletter (as sent to your preferred email address by Club PERÓ upon your daughter's enrolment);
- Our Website - [Training Sessions: Hair, Uniform and Training Essentials](#); and
- Notice board at our locations.

### **CAN MY DAUGHTER SHARE HER FOOD DURING BREAK TIME?**

We request that students do not share food at break time, as we have students with food allergies and intolerances. We would be appreciative if you could remind your daughter before her training sessions. We too, will kindly remind the gymnasts before their break times.

### **PLEASE NOTE: FOUNDATION BEGINNER (KINDERGARTEN-YEAR 2) FINISHING TIME**

We understand that parents and guardians may run 5-10 minutes late. Duty of care is very important to us. However, it is imperative that your daughter is picked up on time, as we are not able to supervise your daughter after her training session.

We ask that parents and guardians be mindful that our training sessions run back-to-back and our focus is of course our student's learning. We cannot ask our coaching staff to also keep an eye on your daughter, as well as their own classes.

In the case that you are running more than 10 minutes late, please send through a text message to Rachel on 0405 631 397 with your name, your daughter's name and your approximate time of arrival.

### **I CANNOT FIND THE LATEST TERM NEWSLETTER. WHERE CAN I GET A COPY?**

If you have not received a Term Newsletter by mid-Term, please contact [info@clubpero.com.au](mailto:info@clubpero.com.au) for an e-copy.

### **IF I MISS A CLASS, CAN I ATTEND A MAKE-UP CLASS?**

Please refer to the latest Term Newsletter (as sent to your preferred email address by Club PERÓ upon your daughter's enrolment) regarding our make-up class policy.



#### **DO YOU OFFER ONE-OFF CASUAL CLASSES?**

Unfortunately, we do not offer casual classes, unless you are travelling from interstate or overseas.

#### **HOW DO I DISCONTINUE CLASSES?**

**Students from the School:** SCEGGS Darlinghurst, TARA Anglican School for Girls & Tangara School for Girls

Please contact [info@clubpero.com.au](mailto:info@clubpero.com.au) for procedure.

#### **Non-School Students**

**One school term** notice is required before a change in training days or the withdrawal of a student from Club PERÓ. You must provide us with written notice of your intention to do so. If you do not notify Club PERÓ, you will be charged for the term.

In the case of a student discontinuing classes during the School Term, the School Term fees due and/or paid in advance are not refunded, except in extreme circumstances and then solely at the discretion of the Head Coach.

#### **WHAT IS THE FEE POLICY?**

Please refer to:

- The latest Term Newsletter and Cost Sheet (as sent to your preferred email address by Club PERÓ upon your daughter's enrolment).

#### **AM I ALLOWED TO VISIT THE VENUES?**

There are no permitted visits to our venues without making an appointment. Please contact [info@clubpero.com.au](mailto:info@clubpero.com.au) for further information.

#### **AM I ALLOWED TO PHOTOGRAPH AND VIDEO A CLASS?**

In the interest of protecting the privacy of our students, we cannot allow any classes to be recorded or any students to be photographed without our prior written consent. You are, however welcome to responsibly film or photograph your daughter during the End of Term 2 Open Class, End of Year Concert and any other club-related events.

#### **PHOTOGRAPHY AT EVENTS**

During the year, your daughter may have her photo taken at Club PERÓ specific and/or Gymnastics Australia & NSW events, displays and competitions. Such photos may be used on the Club PERÓ website and other publications.

It is Club PERÓ's policy not to use a students' name (or personal information such as their residential address, email address or telephone numbers) in photographs. However, in the unlikely event that a name may be required, Club PERÓ will only do so with the formal written permission from the students' parent or guardian.

Please notify Club PERÓ in writing, if you do not wish to have your daughter's photo taken.

#### **CAN I WATCH MY DAUGHTER'S CLASS?**

Parents and guardians may view the last 15 minutes of their daughter's class. We please ask you not to stand or sit near the training floor, as this can often be distracting to the students and coaches.



#### **CAN I SPEAK WITH MY DAUGHTER'S COACH AFTER HER TRAINING SESSION?**

We understand that parents and guardians may wish to discuss their daughter's progress on occasion with their primary coach. However, we encourage you to contact us at [info@clubpero.com.au](mailto:info@clubpero.com.au) to pass on this enquiry.

We ask that parents and guardians be mindful not to take up class time to have individual conversations with your daughter's coach, as many of our classes run back-to-back and our focus is of course your daughter's learning.

#### **HOW DOES CLUB PERÓ COMMUNICATE WITH PARENTS & GUARDIANS?**

Our primary means of communication is by **email and mobile phone**. If you are unable to provide us with such details, it is likely that you may not be informed of any sudden changes.

We respect your privacy. All personal information given to Club PERÓ is utterly confidential and is not available to any other person or organisation except Gymnastics Australia & Gymnastics NSW.

#### **AND ONE MORE FOR ALL MEMBERS OF CLUB PERÓ (PARENTS, GUARDIANS AND GYMNASTS)**

##### CODES OF CONDUCT

The Club PERÓ Codes of Conduct govern our coaching practices. Please visit our website - <http://www.clubpero.com.au/the-clients/terms-and-conditions.html> - to familiarise yourself with the appropriate behaviour we instil and seek from all members of our community.