



Dry Course Terms & Conditions

The information below relates to the gymnastics and trampolining classes we offer at Queen's Park Sports Centre, please read these carefully before starting your course with us.

Please note all direct debit customers have a 14-day period from direct debit start date in which to cancel (any lessons taken in this period will be charged pro-rata).

1. All lessons must be paid for prior to attending the first lesson; payment for group lessons can be made by:
 - Direct Debit (a pro-rata payment will apply to the first payment).
 - or by a 12-week block payment (requires you to top up online or at reception before the start of your 12th lesson to ensure you keep your space in your current class).
2. Payment for 121/221 lessons can be made by 5 lesson block payments up front only.
3. No refunds can be made unless in exceptional circumstances where proof is required. You will be able to request a freeze or a saving of pre-paid credit to an account by emailing courses-enquiries@chesterfield.gov.uk, however this will result in an individual being withdrawn from the programme for the period of freeze. Management decision will be final.
4. Lessons are not transferable between gymnasts or other courses.
5. No make up lessons will be offered under any circumstances, this includes for holidays or short term sickness.
6. Children's lessons are for 55 minutes (45 minutes – for preschool lessons and academy vary between 2 hours to 5.5 hours) and registration is included in this time.
7. Adult beginner and improver lessons are for 60-90 minutes, including registration time.
8. Parent and child class bookings are ratios of 1 adult and 1 child per booking.
9. Our dry side lesson programme runs for 50 weeks of the year including on bank holidays (unless notified otherwise) with a two week break at Christmas, the monthly DD which is taken takes the 2 week break into consideration.
10. The council reserves the right to cancel a lesson or course at any time, we will provide as much notice in advance as possible.
11. If we cancel a lesson customers will not be charged for this lesson – cash block payers will receive an additional lesson credited to their current block and direct debit payers will have the next available direct debit amount reduced to reflect this.
12. The council will use reasonable endeavours to provide the same instructor on a regular basis for each lesson, however relief instructors may be used without prior notification.

Chesterfield Borough Council, Healthy Living Centre, Barlow Road, Chesterfield S43 3XR

Telephone: 01246 345666 **Email:** hlcenquiries@chesterfield.gov.uk

Chesterfield Borough Council, Queens Park Sports Centre, Boythorpe Road, Chesterfield S40 2NE

Telephone: 01246 345555 **Email:** qpscenquiries@chesterfield.gov.uk

www.chesterfield.gov.uk



13. To cancel lessons paid by direct debit we require email notice of 30 days to be sent to courses-enquiries@chesterfield.gov.uk
14. The membership discount applies to those of the same household address.
15. All under 8's must have a responsible adult (16+) that always remains in the centre during their lesson.
16. Teachers will collect children from the drop off point at the start of the lesson and return them to the pickup point at the end of their lesson. Parents/carers should ensure they are at the pickup point by the time the lesson finishes to collect their child.
17. Children shouldn't access any equipment before a coach arrives and the lesson starts.
18. The council will not under any circumstances, accept responsibility or liability in respect to damage to or loss of any goods, articles or property brought into or left at the sports/leisure centre.
19. During the time dryside courses are running parents/carers wishing to watch their family member participating must only do so in the designated spectator areas of the facility being attended. Parents/carers should never distract the gymnasts or instructor during a lesson.
20. We will not tolerate abuse towards our staff, if you have a complaint which cannot be resolved by speaking to your child's coach at the end of their lesson - please email course-enquiries@chesterfield.gov.uk.
21. The use of camera or video photography is strictly prohibited at all times within the leisure centre, unless prior approval has been sought.
22. Each gymnast must register with the teacher at the start of the lesson.
23. For gymnast safety any long hair should be tied back away from the face or secured with a bobble, and we advise jewellery should be removed.
24. If a gymnast has a medical condition, disability, or any additional needs, this should be made known to us at time of booking; the information will be stored securely and available for the class teacher to see, please also keep us updated with any changes.
25. When a badge has been awarded by a coach, please await your confirmation email, once you have this the badge and certificate will be available for you to purchase at our reception. Please note our receptionists cannot award badges unless they have email evidence of this being achieved.
26. If a gymnast or parent/carer of a gymnast has chosen the wrong ability stage for the ability of a gymnast and an alternative class is offered and not accepted a refund will not be given.
27. The council reserves the right to cancel a class and refuse to re-book a gymnast onto a class if the gymnast or their parent/carer displays unacceptable or inappropriate behaviour, including failure to comply with these terms and conditions.

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