

Make Up Tokens Policy

Policy Statement

This Policy has been developed to effectively manage the Make Up Tokens that are offered to its members.

Policy Purpose

West Coast Gymnasts understands that our families have busy lives and may occasionally miss a class. The Club strives to ensure that its members are not unnecessarily out of pocket, but yet the organisation is still able to maintain the viability of its programs and ensures that its staff are paid for their time.

Scope

This Policy applies to all members of West Coast Gymnasts, which includes athletes, parent/guardians of athletes under 18 years of age, and those registered with the Club for the current calendar year.

Policy Revision

This Policy shall be reviewed annually to ensure the continued improvement of the Club's Make Up Token Policy.

Year	Changes Implemented	Created/Actioned By
2021	Created stand-alone Policy	Marie Greene
2022	Changed layout Made the document clearer and more concise with paragraph heading Added Responsibilities Added Breach of Policy Included additional rules	Approved by Management Committee 7th of November 2022

Rules

As charges guarantee a member's position in a class, fees are charged accordingly, irrespective whether a member attends or not.

The following rules apply for Make Up Tokens:

Make Up classes are only available to actively registered members who are financial members and not on suspension. No exceptions.

- ⊗ Make Up classes are **not guaranteed nor obligatory**.
- ⊗ Make Up lessons can only be offered if there is availability and space in the class.
- ⊗ Members are not guaranteed to be with their normal coach if they take advantage of a Make Up Token.
- ⊗ Make Up Tokens are only valid for selected programs as per the list below.

Program Type	Class Type	Token Available (subject to availability)
Recreational	FreePlay	No
	KinderGym / KinderFun	Yes
	GymFun	Yes
	GymSkills	Yes
	GymStarz	Yes
	AcroFun	Yes
	Free G / Ninja	Yes
	Adult Classes	No
Squads	InterClub	Yes
	Pre Development	No
	Foundation Squads	No
	Squads	No
	Masters	No

- ⊗ Our preferred method of communication for notifications of excused absences is via the Customer Portal. Members can advise the club of their expected absence by using either the web-based Customer Portal, or the iClassPro app. They can request a "future absence" which will allow Make Up Tokens to be approved once the Club's administration team have reviewed the request.
- ⊗ A request for a Make Up Token must be made PRIOR to the member's class starting. Absences that have not been reported prior to the class being missed, will be ineligible for a Make Up Token.
- ⊗ Make Up classes must be the SAME class type as a member is already registered and active in. Eg: A Make Up Token cannot be requested for KinderGym if that member is active in a GymFun class.
- ⊗ It is the member's responsibility to enrol into a class using the provided Make Up Token, via the Portal. Our administration team can only assist a member with using their Portal, not manually process a Make Up Token.
- ⊗ Make Up Tokens cannot be used for the same class that a member is already registered for.

- ⦿ Make Up classes cannot be cancelled or transferred once booked unless approved by the Recreational Coordinator or Operations Manager. If a member misses their Make Up class it is forfeited.
- ⦿ If a member moves from a recreational program to a squad program, then those Make Up Tokens will be forfeited once the trial period has been completed and the member is selected for the squad placement.
- ⦿ Make Up classes cannot be exchanged or transferred and cannot be converted to credit on an account.
- ⦿ All Make Up Tokens will expire at the end of each calendar year, or by the member's Drop Date, whichever comes first. All Make Up Tokens will need to be processed and used before a member's drop date – no tokens can be used once a member has terminated their enrolment in a registered class (or ceased membership at the Club).
- ⦿ Make Up Tokens must be used prior to their expiry date as recorded on the iClass Customer Portal.
- ⦿ No Make Up Tokens will be created or approved retrospectively, unless in the instance that the club has failed to provide the token at the time of reporting the absence.
- ⦿ Make Up Tokens are not transferrable into the new calendar year.
- ⦿ No makeups are available for squad members (squads, development, masters, pre-development) except in the instance where the Competitive Programs Manager or Operations Manager has given express permission and failing to do so would be a detriment to that member's upcoming competition performance.

Responsibilities

Administration

It is the responsibility of either the Recreational Coordinator, Competitive Programs Manager, or Operations Manager to ensure that all Make Up Token Requests are actioned in a timely manner.

- ⦿ Recreational Coordinator – process all members who are enrolled in a recreational program.
- ⦿ Competitive Programs Manager – process all members who are enrolled in a squad program.
- ⦿ Operations Manager – process either recreational or competitive members who are enrolled at the Club.

Members

It is the responsibility of the member, or parent/guardian of the member, to ensure that all Make Up Token requests, and use of such tokens are requested in a timely manner, via the Customer Portal, prior to the absence.

Breaches of this Policy

Any breach of this Policy must be reported to the Club's Operations Manager as soon as practical, not exceeding 7 working days.

Breaches of this Policy will be reviewed by the Club's Operations Manager, and if required, referred to the Club's Management Committee for resolution.