



When can my child start gymnastics?

EGA offers gymnastics to children from the time they are able to walk

Is my child too old to join gymnastics?

It is never too late to join gymnastics! Gymnastics is fun at all ages and it doesn't matter if they are beginners, intermediate or advanced. We have a class for every age group

How do I know which class is right for my child?

At EGA gymnasts are placed in the most age and skill-appropriate class to ensure each child is comfortable and physically challenged to develop their skills. We recommend starting in our recreation program before choosing specialty classes like tumbling or trampoline.

Why do we pay membership fees

There is a requirement for all gymnasts participating in gymnastics to pay an Annual Gymnastics Australia Registration fee BEFORE participating in ANY activity which covers the insurance as part of their membership. Memberships are valid until December of the year paid.

The insurance price is set by Gymnastics NSW and can't be altered for missed terms of classes. This fee is non refundable however can be transferred to other clubs

*See website for additional membership benefits.

How do I enrol into a class?

All enrolments are completed online. You will need to create an account via this link <https://app.iclasspro.com/portal/easterngymnasticsacademy>

The class I want to book into is full, what are my options?

Log onto your customer portal and add your child to the WAITLIST. Please do not attend the class until you are advised that there is a spot available. Once you have been offered the space you will have 24 hours to book and pay for a trial or the term before being removed from the list and the next person on the waitlist being offered the space.

Are there any discounts for additional children?

Yes we offer 5% sibling discounts for additional children

Do you accept Active Kids vouchers?

Yes we do. You can apply your Active Kids voucher for Term fees only on the payment page using the provided Promo code. Vouchers cannot be refunded under any circumstances.

Do you accept Active Kids vouchers for Holiday camps?

No you can only use the vouchers for a 8 week program.

What does my child need to wear to their lesson?

All gymnasts must wear the EGA uniform which can be purchased via our website "Merchandise tab" with the exception of Kinder classes. Kinder class children are asked to wear firm fitting comfortable clothes that they can move about in and climb freely eg bike shorts and tshirt. No jewellery, watches, fitbits etc

What does my child need to bring to their lesson?

All gymnasts must bring a labelled drink bottle as our water bubbler is currently not available

Can my child try a class first to see if they like it?

EGA allows 1 paid booked DROP IN (trial class) before deciding to commit for the term. The trial spot is held for 24 hours after the trial while you decide if you would like to book in to the class. After 24 hours the space will be released for others to book in if you haven't booked into the class and paid for the term.

Can I stay and watch their lesson?

EGA is a DROP OFF & PICK UP Facility except kinder classes where Parent participation is mandatory for Toddler & Kinder Gym class only.

Can my child join the competitive levels?

We are always on the lookout for gymnasts to progress into our competitive programs. Our coaches assess students within their class and will recommend a gymnast to our competitive coaches

Competitive gymnastics requires commitment of several hours of training and competitions, starting in our early foundation classes. If this is something you believe you and your child can commit to, please email your request, including your child's name, age and the program you are looking for to admin@ega.academy which can be passed onto the appropriate coordinators to organise an assessment with you.

What should I do if my child is going to miss a lesson?

We appreciate it when we are notified, especially when it will be for more than one lesson. Make up lessons are offered if a child missed 3 lessons due to illness or injury which must be validated by a Medical certificate. Lessons will be arranged as available and must be taken within the same term. No makeup classes if missed due to holidays, social events or natural disasters out of EGA control. (*see online Make up Policy)

Can my child attend a makeup lesson if she misses a lesson?

We offer two make up lessons per term if your child misses 3 or more lessons which must be taken within the same term. Any time you know that you will miss a lesson, let us know and so we can organise the make-up for you. The makeup can be in any class

for your child's age as long as there is availability in said class. Makeup class must be taken within the current Term

Do you offer refunds, credits (see online policies)

EGA has a NO refund policy. We will however answer requests for possible credits or refunds for the following reasons:

*Medical reasons which must be validated by a medical certificate completed by an appropriately qualified practitioner within 21 days of the first doctors or physician's appointment or the first date of absence from training if due to injury).

*If they occur prior to the commencement of the term and EGA do not get left with a vacancy.

*Extenuating circumstances may be considered by Management

*All credits are to be used within 6 months of the processing date.

*All requests must be made in writing to accounts@ega.academy by completion of Request for Refund form. Administration fees apply

What happens if I go away on holidays or change my mind? Can I get a refund of my term fees?

Refunds are not given under any circumstances except for reasons above. Credit notes may be considered at the manager's discretion for serious medical reasons only and accompanied by a valid medical certificate.

If I join half way through a term do I have to pay for the whole term?

No. You will be charged pro rata for the lessons remaining in the term.

Am I able to change to my child's class or time?

You certainly can, if there is availability. Please give us a call or send an email admin@ega.academy to enquire about changing a class.

There are specific guidelines for athletes who will miss a competitive gymnastics training session. Please refer to your Information Booklets provided at the beginning of the year.

The class I want is full, what can I do?

If the class you wish to book in to is full, you can add your child to our waitlist. Once on the waitlist, if a spot becomes available you will then be contacted by someone at reception to offer you the space. Once you have been offered the space you will have 24 hours to book and pay for the term before being removed from the list and the next person on the waitlist being offered the space

Does my enrolment carry across from term to term?

No we require that all families re enrol for each Term

Do classes run on public holidays?

We are closed on all Sundays & Public holidays

How does my child move up a level?

EGA conducts Skills testing /Gala days twice a year. We have the ability to track gymnasts skills online which Parents will be able to view online via the customer portal.

What does it cost to attend a class?

All Term fees are calculated for an 8 week program and the cost ranges from \$190 for a 45 minute session per Term to \$260 for a 2hr class per Term. Competitive fees vary depending on the hours & level of training

Do you offer Trial lessons?

Yes for offer one paid Trial lesson to see if your child likes gymnastics. This fee is not deducted from the Term fee. Trial lessons must be booked via our website **Drop in class** tab

Can my child attend classes on a Casual basis?

No, classes must be booked for the Term. Adult classes are the only classes we do allow booked casual visits

Do you offer Holiday camps?

Yes EGA hosts holiday camps for everyone every school holiday as per Public school holidays. We offer a short or long day program where they will enjoy a fun game/dance warm up before splitting into groups with a coach and rotate around the various apparatus

Can I book a Birthday party?

Yes we host birthday parties, Information can be found on our website

How do we book in for the following Term?

Priority booking is given to existing members approx. 4 weeks before the end of the current term and a reminder email or posted on Team app. We allocate 2 weeks of priority rebooking where current members can book the exact same class, same time, same day for the new term.

Changes to enrolment opens the week following to allow members to make changes to classes and days before we then open for our general public bookings. If you don't book during the priority rebooking period you are at risk of losing your child's class space.

All term invoices are to be paid in full prior to the commencement of classes or they will not be allowed to participate in the class.

Who do I contact for account queries?

Please email us at accounts@ega.academy

Didn't find what you were looking for?

Contact us at admin@ega.academy