

NinjaZone Classes Program Information

School holidays and Public Holidays	<p>Classes operate year-round. We DO NOT stop during school holidays.</p> <p>There are no classes on any Public Holidays. We are closed over the Easter weekend. You will not be charged for any public holidays that fall on the day of your child's lesson. Classes for 2024 conclude on Sunday 15 December 2024.</p>
What to wear	<p>Children in NinjaZone classes are required to wear a NinjaZone T-shirt, grip socks, and headband. NinjaZone uniform packs can be purchased from reception after the first class.</p>
Parking	<p>Parking can be congested at peak times. Please give yourself adequate time to park prior to class. There is parking available out the front of the gym and additional parking on the bend of Roberts Road. Another option is to park in Knighton Avenue, which runs parallel to Roberts Road, and walk down the laneway opposite the Karate school. Please do not park in or block driveways. Please be mindful of the neighboring businesses when driving and parking in the vicinity of the gym.</p>
Arrive on time (or early!)	<p>Please ensure you arrive in plenty of time so your child can get changed, use the toilet etc._</p> <p><u>Anyone arriving five minutes or more late for class will not be allowed to participate.</u></p> <p>For safety reasons, all classes include a warm-up component. Warm up is a critical part of the NinjaZone program and is essential to ensure all Ninjas are physically and mentally prepared for their activities.</p>
Start and end of class	<p>Parents/guardians must actively supervise their children before and after classes. When class is due to start, a coach will come out to the gate and invite the children into the gym. At the end of class coaches dismiss the children into the waiting area.</p>
Drinks	<p>Please bring a water bottle to every class. Drink bottles should have the child's name clearly marked. No glass or ceramic bottles. Children take the bottles into the gym and are shown where to place them. Please ask at reception if you are unsure of where you can refill water bottles. If you forget your water bottle a bottle of water can be purchased from reception or the vending machine – just ask a staff member for a texta to write a name on it.</p>
Toilets	<p>Children should bring thongs/crocs/slippers with them to put on if they need to use the toilet during class. EKGA staff are unable to assist with toileting, so please ensure an adult remains in the waiting area throughout the Li'l Ninjas class.</p>
Additional needs	<p>We would like to find out as much as possible about your child before the first class so we can ensure our instructors are prepared. We ask that you give as much information as possible about any additional needs your child may have. If your child has learning or development delays (physical or intellectual), hearing or visual impairments, sensory conditions, concentration issues or is on the Autism Spectrum please let us know before your child's first class and complete a Gymnast Profile form. This online form helps us help your child get the most out of our classes. Our Gymnast Profile form is available on our website: https://www.ekga.com.au/forms.</p>
Medical conditions	<p>We want to ensure that all children with medical conditions can safely participate in our classes. If your child has any medical conditions such as Asthma, Diabetes, Anaphylaxis, or Epilepsy, please provide us with a copy of their medical management plan before their first class.</p> <p>It's crucial that we have all the necessary information to support your child's health and safety. Please reach out to the office before the first class to ensure we have everything we need.</p> <p>For children with Asthma or Anaphylaxis, please remember to send their medication with them to every class. When you arrive, please hand it to the coach at the gym gate, who will safely store it in our medication tub during the lesson. Don't forget to collect it at the end of class, and make sure it's clearly labeled with your child's name.</p> <p>If your child uses Ventolin, please ensure they bring their own SPACER along with their medication for hygiene reasons.</p> <p>If a child known to have asthma or anaphylaxis is dropped off for class without their medication, we may need to contact you to collect them for their safety, as they may not be able to participate without it.</p>
Tuition	<p>The cost of a NinjaZone Class is \$30.30 per hour.</p> <p>Fortnightly payments: \$60.60/fortnight</p>

Direct Debit	<p>Direct debit is our default option for payment of tuition. If you would prefer to pay upfront for each quarter, please contact the office and we will alter this on your record. The first direct debit payment for 2024 classes will be debited the week you first enroll, and then following our fortnightly schedule from then on. A \$1 transaction fee applies to any credit card payments that are declined. An \$11 transaction fee applies to any bank account payments that are declined.</p> <p>Direct Debit Dates</p> <table border="1" data-bbox="240 517 1565 752"> <tr> <td>12 January 2024</td> <td>26 January 2024</td> <td>9 February 2024</td> <td>23 February 2024</td> <td>8 March 2024</td> </tr> <tr> <td>22 March 2024</td> <td>5 April 2024</td> <td>19 April 2024</td> <td>3 May 2024</td> <td>17 May 2024</td> </tr> <tr> <td>31 May 2024</td> <td>14 June 2024</td> <td>28 June 2024</td> <td>12 July 2024</td> <td>26 July 2024</td> </tr> <tr> <td>9 August 2024</td> <td>23 August 2024</td> <td>6 September 2024</td> <td>20 September 2024</td> <td>4 October 2024</td> </tr> <tr> <td>18 October 2024</td> <td>1 November 2024</td> <td>15 November 2024</td> <td>29 November 2024</td> <td></td> </tr> </table>	12 January 2024	26 January 2024	9 February 2024	23 February 2024	8 March 2024	22 March 2024	5 April 2024	19 April 2024	3 May 2024	17 May 2024	31 May 2024	14 June 2024	28 June 2024	12 July 2024	26 July 2024	9 August 2024	23 August 2024	6 September 2024	20 September 2024	4 October 2024	18 October 2024	1 November 2024	15 November 2024	29 November 2024	
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Suspension of classes	<p>If you will be going away, you can opt to suspend your fees for up to four weeks each year. Suspensions must be in blocks of at least two weeks and notification must be received at least 7-days prior to the first day of the suspension. Holiday suspensions must be made using this FORM (available on our website).</p> <p>Suspension of fees cannot be back-dated.</p>																									
Missed Classes	<p>We offer unlimited make up classes. Simply make sure you advise us your child will be absent at least 60 minutes before the commencement of their scheduled class and you will be issued with a “Make-up class token”. As we keep to strict ratios and class sizes, make-up lessons are not guaranteed and are only available in classes where a vacancy exists. Please use the Customer portal or the App to record your child’s expected absence and to book your make up classes. More information on make-up classes can be found HERE.</p>																									
Cancellation / Refunds	<p>We want to make sure you feel confident and comfortable with your decision to join us at EKGA! That's why we offer a 100% money-back guarantee for new participants. If you decide to cancel within the first 30 days of attending your first class, we'll refund 100% of the unused portion of your tuition fee—no questions asked!</p> <p>Should you ever need to cancel your membership at any time during the year, just request cancellation via our Parent Portal. For those paying by Direct Debit, cancelling your enrolment is easy. Just give us 14 days' notice, and you can continue attending during that time. However, for families paying by the quarter, refunds or credits for dropping a class (except for medical reasons) are not available after the 30-day period.</p> <p>If you need to cancel your booking due to medical reasons, simply send us a written request via email, attaching a copy of the relevant medical certificate. In these cases, we'll process a refund from the date of the request.</p> <p>We're here to support you every step of the way</p>																									
Conduct	<p>At EKGA, we prioritize creating a safe and welcoming environment for everyone. We have a zero-tolerance policy towards aggressive behavior. Any inappropriate behavior, whether it's physical, verbal, or otherwise, towards our staff, participants, or spectators will result in the cancellation of enrolment. Please note that management reserves the right to refuse enrolment to anyone and may ask individuals to leave the premises if necessary. We appreciate your cooperation in maintaining a positive and respectful atmosphere for all.</p>																									