



# CODE OF CONDUCT & BEHAVIOUR POLICY

## 1. GALAXY HOUSE RULES

- a. **Listen to the Coach** – Our coaches are responsible for your learning and safety. We emphasize building a **strong foundation** before progressing to more advanced skills.
- b. **Respect and Inclusivity** – We foster an **inclusive and non-judgmental community**. **Bullying, discrimination, racism, bias, or harassment** of any kind will not be tolerated. Support, motivate, and encourage one another—everyone learns at their own pace.
- c. **Safety First** – Never attempt skills that you are **not physically or mentally ready** for. Always check for **safety and supervision** before performing any movement.
- d. **No Food or Drinks in the Gym Space** – To maintain cleanliness and safety, food and drinks are not allowed in the gymnastics area. **Water stations are available—please bring your own refillable bottle.**
- e. **Effort Over Perfection**— Always try your best. Aim to improve your skills and **compete with your own progress, not others.**
- f. **Respect the Equipment** – Equipment should be treated with care. **Misusing or failing to return equipment** reflects negatively on discipline and sportsmanship.

## 2. CLASS ETIQUETTE & RULES

- a. **Punctuality Matters** – Arrive **at least 5 minutes early** and leave promptly after class.
- b. **Late Arrival Policy** – Students arriving more than **15 minutes late** will not be allowed entry for safety reasons.
- c. **Readiness for Group Classes** – Participants **aged 3 and above must be potty-trained and able to function in a group setting** without one-on-one supervision.
- d. **Trial and Enrollment Readiness**
  - a. All students must complete a trial class before enrolling in a regular class package.
  - b. **Galaxy Gymnastics reserves the right to assess whether a student is ready for group classes.** If a student is deemed **not ready or unable to follow instructions,** we may suggest alternative programs.

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- c. No refunds will be provided if a student does not qualify for regular classes after the trial.

### 3. BEHAVIOUR EXPECTATIONS & DISCIPLINARY ACTIONS

- a. **Respect Others** – Students must treat coaches, staff, and peers with kindness and respect. **Bullying, teasing, or disruptive behaviour will not be tolerated.**
- b. **Handling Special Needs & Behavioural Considerations**
  - a. Galaxy Gymnastics welcomes children with **special needs (e.g., Autism, ADHD, etc.)**, but they must be able to **follow class instructions and safety rules.**
  - b. **Our coaches are not specialized therapists.** If a student requires **one-on-one support beyond our capabilities**, we may recommend alternative arrangements.
- c. If a child's behaviour **becomes disruptive or poses a safety concern**, Galaxy Gymnastics reserves the right to:
  - i. Recommend a different class format (e.g., private lessons).
  - ii. Decline enrollment in group classes.
  - iii. No refunds will be provided if a student is removed due to behavioral concerns.
- d. **Addressing Disruptive Behaviour** – If a participant continuously **disrupts the class**, the following steps will be taken:
  - i. **Verbal warning** from the coach.
  - ii. **Temporary removal** from an activity to allow the student to reset behaviour.
  - iii. **Discussion with parents** to find a resolution.
  - iv. **Final removal from the program** if behaviour persists.
- e. **Right to Refuse Service** – Galaxy Gymnastics reserves the right to **refuse service** to anyone demonstrating **violent, threatening, inappropriate, rude, or unruly behaviour** toward staff or students. No refunds will be issued in such cases.

### 4. EXCLUSION FROM ACTIVITIES & REFUND POLICY

- a. **Removal Due to Behaviour or Safety Concerns** – If a participant's behaviour is deemed **unsafe or disruptive**, Galaxy Gymnastics **reserves the right to remove them** from classes or camps.
- b. **No Refunds for Dismissed Participants** – **No refunds will be provided** for any remaining sessions if a participant is removed due to behavioural concerns.
- c. **Costs Associated with Exclusion** – Any associated **costs (including transport home)** will be the responsibility of the participant, parent, or guardian.

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## 5. NON-PARTICIPANTS ETIQUETTE (PARENTS, GURDIANS & VISITORS)

- a. **Respect the Gym Space** – Parents, siblings, and other non-participating individuals must remain **outside** the gymnastics area.
- b. **No External Coaching** – Parents and visitors must **not shout instructions** or attempt to coach students during class. Allow students to focus on their learning in a **supportive and non-judgmental environment**.
- c. **Strict Enforcement of Safety Protocols** – Non-participants **will be escorted out** if they do not comply with gym rules as safety is our top priority.
- d. **Seating Policy** – **Non-participants are not allowed to occupy space within the gymnastics area** during class.
- e. **Encouragement for Parents** – We encourage parents/guardians to take a break, enjoy shopping, or grab a dessert while waiting for the class to finish. The mall offers great options for this!
- f. **Capture and Share Moments** – Parents are welcome to record their gymnast's achievements during class. If posting on social media, **please hashtag us:**  
*#galaxygymnastics #galaxygymnasticssg #Agymoutofthisworld*
- g. **Be on Time for Drop-off and Pick-up** – Late pick-ups may cause class disruptions and **additional fees may apply** if this condition is not reasonably met.

## 6. RIGHT TO REFUSE SERVICE

- a. Galaxy Gymnastics reserves the right to refuse service to any individual displaying violent, threatening, inappropriate, rude, or disruptive behaviour toward any member of our team.

## 7. PRIVACY POLICY

- a. **Use of Personal Information** – Any information collected will only be used for session confirmations, class updates, and Galaxy Gymnastics announcements.
- b. **Respect for Your Data** – We appreciate your trust in providing contact details and ensure all information is handled with care.

At Galaxy Gymnastics, we are dedicated to creating a space where students can **grow, explore, and thrive**. By adhering to this **Code of Conduct & Behaviour Policy**, we ensure a **positive and structured environment** for everyone.

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