Coastal Cheer Co.

2027 General Program Terms and Conditions

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Recreational cheer and tumble classes | Version 1 | Issued 29 October 2026

These terms explain enrolment, fees, attendance, safety and family responsibilities for our recreational cheer and tumble programs. Please read them with your registration form and the published program calendar before enrolling. Competitive teams have a separate agreement.

Quick Glance

Must know points for parents and athletes

- **Term fees:** Recreational $189 | Tuesday tumble $199 | Thursday tumble $179.
- **Eight sessions guaranteed:** The same term fee applies with or without public holidays. Ninth and tenth sessions are included at no extra charge.
- **School terms:** No regular classes on public holidays unless a separate session is advised.
- **Payment:** Pay before the first paid class or arrange a payment plan. Instalment plans carry a disclosed 5% administration fee.
- **Overdue accounts:** After 7 days without a response or arrangement, participation is suspended. After 21 days and final notice, the place may be released.
- **Early Bird:** A $50 deposit per program is credited to that program. One gift pack per athlete, while allocated stock lasts, until 31 December 2026 at the latest.
- **Missed classes:** Personal absences do not normally receive refunds. If Coastal delivers fewer than eight sessions, section 6 explains the remedy.
- **Stay informed:** Read class updates, check venues and times, and report same-day absence or lateness by text.
- **Safety and conduct:** No jewellery. Follow coach instructions. Bullying and harassment are not accepted.
- **Photos and videos:** Email info@coastalcheerco.com to opt out. We take child safety seriously and never share a child's name online.

This summary is a guide. The full terms below explain the conditions and your consumer rights.

1 Enrolment and class places

Registration details

- A parent or legal guardian must complete registration for an athlete under 18 and provide accurate contact, emergency and medical details. Please update us promptly when these change. Athletes must meet the age and participation requirements stated for their class.

Class numbers and places

- **Recreational classes have a minimum of 8 and a maximum of 16 athletes.** Tumble classes have a minimum of 8 and a maximum of 12. Places depend on availability, completed registration and the required payment.
- A place is not automatically reserved from one term to the next; rebooking deadlines will be communicated. Once a class is full, we will offer available places to the waitlist in order.

Minimum enrolments

- If a class does not reach its minimum, we may offer a suitable alternative or combine classes where practical and safe.
- If we cannot provide the booked program and you do not agree to an alternative, we will refund payments for services not provided.

Free trial

- Each person may attend one free trial class in their lifetime, subject to availability and prior arrangement. After the trial, registration and payment are required to continue. A trial does not guarantee an ongoing place.

2 Term fees and included sessions

2027 fees

- **All amounts are in Australian dollars.** The 2027 term fees are recreational cheer $189, Tuesday tumble $199 and Thursday tumble $179. Fees are fixed term enrolment fees, with a guaranteed minimum of eight regular sessions per full term.

Public holidays and extra sessions

- A term may include eight, nine or ten scheduled sessions, depending on the calendar and public holidays. The same term fee applies to classes with and without public holidays. Any ninth or tenth session is included at no additional charge.
- **Public holidays are accounted for in the published calendar and are not cancelled sessions.** Regular classes run during school terms, with no classes on public holidays unless a separate session is expressly advised.

What counts as a session

- **The eight-session guarantee concerns sessions Coastal makes available to the enrolled class.** A session still counts as provided if an athlete is absent. Separately booked workshops and holiday programs have their own advertised fees and conditions.

3 Seasonal inclusions

Seasonal items and badges

- **Each athlete receives one seasonal T-shirt, one bow and one medal, subject to available sizes.** These are seasonal inclusions rather than a new set each term. Skill badges are awarded once per term for skills achieved; replacement badges cost $1 each.
- Presentation arrangements will be communicated separately.

4 Early Bird deposits and gifts

Deposits and places

- **A $50 deposit is required for each program booked under the Early Bird offer.** Each deposit is credited to that specific program and is not an additional fee. Payment secures an available place, subject to completed registration and minimum class numbers.
- If a booking is for a competitive team, the place remains subject to competitive team approval and the separate competitive terms.

Discounts and remaining invoices

- Any applicable crossover discount is calculated on eligible tuition, with the deposit already paid then credited and the discount reflected on the remaining invoice. Discounts do not reduce the $50 deposit required for each booking.
- Competitive crossover eligibility and exclusions are set out in the competitive terms.

Gift packs and closing date

- **There is one Early Bird gift pack per athlete, regardless of the number of programs booked.** Gifts are limited to available stock and have no cash alternative. The offer ends on 31 December 2026, or earlier if the allocated packs run out.
- Deposit withdrawal and refund treatment follows section 7 and Australian Consumer Law.

5 Payment and overdue accounts

Due dates and payment plans

- Fees are due before the first paid class unless we have agreed to a payment plan in writing. Please contact info@coastalcheerco.com before the due date if you need a plan.
- **An agreed instalment plan carries a 5% administration fee, disclosed before you accept it.** A 5% sibling discount applies to eligible term tuition only; it does not apply to merchandise, gifts or separately charged events.

When an account is overdue

- We will send a reminder for an overdue account and provide an opportunity to contact us or arrange payment. The following timeframes run from the invoice due date:

Seven days overdue

- After 7 days overdue, if there has been no response and no agreed payment plan, the athlete will be suspended from participation until the account is resolved.

Twenty one days overdue

- After 21 days overdue, following final written notice, we may terminate enrolment and release the place.

Agreed plans and account balances

- **An agreed payment plan must be kept up to date.** If it is missed, we will contact you and advise what is needed and the applicable deadline before further action. Suspension or termination does not remove amounts already properly owed.
- We will explain the account balance and account for unused fees fairly, subject to section 7 and Australian Consumer Law.

6 Cancellations and replacement sessions

Coach illness and unexpected cancellations

- If a coach is sick or a session cannot proceed because of venue closure, extreme weather or another unexpected event, we may arrange a substitute coach, suitable alternative venue or replacement session where reasonably practical.

- A make-up session is discretionary where at least eight regular sessions are still provided during the term.

Fewer than eight sessions

- If Coastal provides fewer than eight regular sessions for a full term, we will try to arrange a suitable replacement within a reasonable time.
- If this cannot reasonably be provided, we will refund the amount paid for each session below eight, calculated as the actual term tuition paid divided by eight. An account credit may be provided instead with your agreement.
- This policy does not limit any further remedy required under Australian Consumer Law.

Extreme weather

- We may cancel or modify a session where temperatures exceed 37.5°C, heavy rain affects an area without suitable cover, or conditions are otherwise unsafe. We assess conditions at the venue and will communicate the decision as early as reasonably possible.
- The eight-session guarantee still applies.

7 Absences withdrawals and refunds

Reporting absences

- **Please report same-day absence or lateness by text to 0475 145 359.** Keep athletes home if they are contagious or too unwell to participate safely. Routine absences, holidays and missed classes do not normally receive a refund or credit.
- Make-up attendance in another class requires prior approval and depends on space and suitability.

Ordinary withdrawal

- **General programs are booked by term.** To stop attending from the next term, email written notice before that term begins and do not rebook. Ordinary withdrawal during an already commenced term does not normally result in a refund for the remaining sessions.
- Tell us promptly if withdrawing before a term begins; we will account for payments and retain only reasonable, identifiable costs actually incurred for that booking, where legally permitted. Deposits are payments towards the program, not automatically forfeited penalties.

Medical withdrawal

- For a medical condition that prevents an athlete from continuing, email us as soon as reasonably possible. We may request reasonable medical evidence identifying the period during which participation is unsafe.
- Unused future tuition from the notified medical withdrawal date will be refunded, or credited with your agreement.
- Any deduction for unavoidable third-party costs already committed specifically for the booking will be itemised, limited to actual unrecovered costs and made only where permitted by law. We will not recover the same cost twice.

Short illness

- **Short-term illness does not automatically end enrolment or create a refund.** Contact us if a longer absence or medical withdrawal is needed.

Australian Consumer Law

- **Nothing in these terms excludes, restricts or modifies your rights under Australian Consumer Law.** These include applicable guarantees that services are provided with due care and skill.
- Where Coastal cancels a program, cannot supply an agreed service or makes a material change you cannot reasonably accept, we will discuss available alternatives and provide any refund or other remedy required by law.
- We will not require you to accept account credit instead of a refund where a refund is due.

8 Communication venues and family organisation

Communication channels

- Parents and carers must keep contact details current, read class emails and messages, and respond by stated deadlines. Email is used for enrolment, invoices and formal matters; text is used for urgent updates and same-day absences.
- If a BAND group is provided for your program, please join it and check the notices and calendar. Contact us promptly if you cannot access information.

Calendars and transport

- Check the registration calendar and subsequent updates for the correct date, venue and start and finish times. Where a BAND calendar is used, syncing it to your phone is optional and recommended. Arrange transport, allow travel time and ensure your child arrives prepared.
- Attending the wrong venue or missing a communicated session is normally treated as an athlete absence, subject to consumer rights and any communication error by Coastal.

Venues and changes

- **Coastal uses hired community venues such as schools, halls and sporting facilities.** Surfaces, equipment and facilities vary; a permanent sprung cheer floor is not promised for weekly general classes. We select activities appropriate to the available space, equipment and athlete ability.
- We will give reasonable notice of changes where possible, and contact families directly about urgent cancellations or venue changes.

9 Health safety and supervision

Medical information

- **Tell us about injuries, health conditions, allergies, medication and support needs that could affect safe participation.** We will discuss reasonable adjustments with you and may request medical clearance where needed.
- An athlete must stop and tell a coach if they experience pain, dizziness or an injury.

Risk emergencies and insurance

- **Cheer and tumble carry risks of falls and injury.** Acknowledging these risks does not waive rights concerning negligence or liability that cannot lawfully be excluded. We may seek necessary emergency treatment and will contact the nominated parent or emergency contact promptly.
- **Families are responsible for treatment and transport costs to the extent lawfully payable by them.** Any insurance is subject to its policy terms and does not guarantee all costs are covered.

Clothing and equipment

- Wear suitable training clothing and clean athletic shoes, tie back long hair, keep nails short and bring water. Remove jewellery before participating.

Skills and home practice

- **Follow coach instructions and only attempt skills authorised for the athlete and setting.** Do not teach, stunt or attempt unsupervised tumbling outside class. Home activities must be limited to coach-approved exercises suitable for home practice.

Drop off and collection

- **Arrive and collect on time.** Parents remain responsible before the coach takes charge and after the athlete is released to the parent or authorised collector. Advise us of collection arrangements and changes.

Event supervision

- **At events, follow the stated check-in, supervision and collection arrangements.** Under 18s must move in groups of at least three where permitted, with adult supervision appropriate to age and the event. Group movement does not replace adult supervision.

10 Behaviour safeguarding and concerns

Expected behaviour

- Athletes, families and spectators must treat others respectfully, follow safety directions, care for equipment and support effort and good sportsmanship. Bullying, harassment, abusive language, threats and discriminatory conduct are not acceptable.
- Phones must be put away during training unless a coach authorises their use.

Safeguarding and reporting

- Report concerns to Allison Sack at info@coastalcheerco.com. Report child safety concerns promptly and immediate danger to emergency services. We handle reports sensitively, share information as needed for safety or lawful reporting, and allow families to respond where appropriate.
- Relevant staff and volunteers must meet required child safety checks.

Disciplinary process

- **For lesser conduct issues, we normally explain the concern and expected improvement before escalating.** Serious safety or safeguarding issues may require immediate suspension. Repeated or serious breaches may lead to termination after review. We explain decisions and financial outcomes, including legally required refunds.
- Good-faith complaints, lawful reviews and safeguarding reports are permitted.

11 Privacy images and acceptance

Personal information

- **We use registration, contact and relevant health information for administration, communication and safety.** Necessary information may be shared with coaches, emergency services and service providers, or as required by law. Contact us for access, correction or our Privacy Policy.

Photography and video

- **We take child safety seriously and never share a child's name online.** Photos and videos may be used on Coastal's website, social media and marketing unless you opt out.
- Email info@coastalcheerco.com to request no photography, filming or sharing of your child's images or videos. We will record your request and inform relevant coaches and photographers. You may opt out at any time without affecting participation and request removal from channels we control.
- Do not share images of other children without permission or use Coastal branding without approval.

Acceptance

- By accepting these terms at registration, you confirm you have read them and will explain safety and behaviour expectations to your athlete. Material changes require notice and agreement where legally required. Consumer rights remain protected.

Contact

- Contact Allison Sack | info@coastalcheerco.com | 0475 145 359