

## Mountain Goats Enrolment Information

If you have any questions, complaints, or queries, please contact our gym in Mitchell at 6262 4863 / [canrocknorth@iinet.net.au](mailto:canrocknorth@iinet.net.au).

We take enrolments for new students during school holiday periods, with available spots open on a first-come-first-serve basis. Learn more about when enrolments for new students will be available here: <https://www.canberrarockclimbing.com.au/indoor-rock-climbing-activities/group-training-squads/>

### GENERAL

Welcome to Canberra Indoor Rock Climbing Mountain Goats program. We are looking forward to working with you during the term. Some important information to be aware of:

- All participants are asked to arrive 15 minutes early for an induction for the first session so we can discuss with you the outcomes we have hope to achieve as well as outline yours and our expectation.
- If any of your contact information changes, we ask that you contact us in writing (via email) ASAP so that you don't miss out on important communications.
- If you have any disabilities, learning difficulties, medical issues, or allergies **please** let us know at the start of the term, so we are aware of it. This will not affect how you will be treated; you will remain a part of the group, however, it will allow us to help further when needed.
- As a part of signing up for the program, you will need to agree to a code of conduct before the first class commences.
- If you have a disagreement or difference of opinion with your coach, please approach the issue in a calm, and respectful manner. If you think the discussion may take a while, please find a time to talk outside of class to avoid distracting and co-opting time from other students in the class.
- Your gear hire during and outside of the class is for you only and cannot be borrowed for your climbing partner.
- The additional climbing we offer, including the 7 days access and the two week school holiday access, is purely complimentary and cannot be refunded or "added" into a new term or during the Christmas holidays

### TERM FORM

Mountain Goats will consist of a 10-week structured term. The cost will be \$375.00 for one session a week. This allows you full access to the gym over the 10 weeks (+ the two-week holidays) including gear hire if you need it. Your class will be led by two consistent instructors for the duration of term. **Please note, however**, that most of our instructors compete within the rock climbing community and/or are uni students, and we will see absences every now and then because of their other commitments. Whilst we endeavour to start on time every time, some weeks may see a 5-minute delay here and there whilst we wait on all our participants to arrive.

Climbing is a very interactive sport that requires use of the whole body, isolating certain muscles for certain moves and engaging the core regularly. We do everything in our power for injury prevention and therefore have implemented the necessary basic cross training exercises to be a good climber. This includes a good warm up with dynamic and static movements. We run a stretching session at the end of each lesson as well. This gives your child/ren the most out of their training and will help them build their climbing strength and technique on the wall.

Available class times:

**Monday 7:00-9:00pm**

**Thursday 6:00-8:00pm**

### **SCHOOL HOLIDAYS/MAKE UP LESSONS?**

You will be given a full-access membership for the term and the two-week holidays, please take advantage of this, as we do not run make-up sessions if you are absent. *At the end of the year your membership will expire on the 31<sup>st</sup> of December (i.e.: you will not have membership during the 6-week school holidays in the New Year).*

### **RE-ENROLMENT**

Re-enrolment instructions and information, including terms and conditions, will be emailed out on the 8<sup>th</sup> week of term. Your deadline for payment will be at the end of week 10. **If we don't receive payment and agreement to terms and conditions by the specified deadline, then we cannot hold a spot for you.** During the first week of the school holidays, we will open vacant spots to the general public, at which point we can no longer guarantee you a spot. **It is your responsibility to re-enrol, not ours.**

### **PHOTOGRAPH / VIDEO (FILM) / AUDIO RELEASE AGREEMENT**

This agreement is not required to participate in our term programs. It is optional. If you do not agree to this, you must contact us in writing (via email) no later than the end of week 2 of the term you have enrolled in to let us know that you do not consent to a photo release. **If we do not hear from you, we will assume that you have consented.**

Please read carefully:

*For good and valuable consideration, the receipt of which is hereby acknowledged, I hereby grant permission to Canberra Indoor Rock Climbing to use photographs and/or video and audio taken of me. These images may be used in promotional materials through print and social media in connection with the program, when deemed appropriate and/or necessary by Canberra Indoor Rock Climbing. No names or personal information will be used without direct permission from the subject.*

### **REFUNDS/ INJURY/ ILLNESS/ RETURNS**

We do not offer refunds or credits for changes of mind, living situations, change in work commitments and the like. Please make sure that you/your child want to climb or be a part of our programs before paying for their gym entry or program fees.

For safety reasons, we cannot under any circumstances offer refunds or exchanges for climbing gear purchased at our gyms. All sales of climbing gear are final. Please make sure that you are satisfied with what you are purchasing, and that the equipment fits you properly before completing the purchase.

There are no time limits on casual visits. It is up to you to decide how long you want to climb for. If you only stay for a short amount of time or give it a couple of tries and then want to leave, that is up to you, and we will not offer a refund or credit.

When you sign up for our classes or term-based programs, your commitment to attendance from week to week is up to you, not us. We can't offer partial refunds or credits to compensate for poor attendance on your part.

If you are injured or sick for long enough that it stops you from training for 3 or more consecutive lessons in a term program, or for 2 or more sessions of an Adult Beginner Course, we are more than happy to put a credit on your account for the amount of lessons missed due to injury/illness. You will be able to use this credit however you like at our gyms, including to put toward the cost of a future term/course. We may ask you for a doctor's certificate. Given that Lead Courses only include two classes, we are happy to work with you to offer a make-up session. Please discuss this with your course coach.

In the event that a program is wholly or partially cancelled due to COVID lockdowns or restrictions, we will place a credit on your account equal to the amount of classes missed due to the restrictions. You will be able to use this credit however you like at our gyms, including to put toward the cost of a future term/course. This is a gesture of goodwill towards our community but given the ever-changing pandemic situation and the instability we could come up against in the future, this credit is not a guarantee, so please keep that in mind when enrolling into our programs.

We only offer refunds for participation in our programs in rare circumstances, namely in situations of long-term injury or illness that would prevent someone from being able to climb for 12 months or more.

We understand that unforeseen circumstances can come up in life, and given that our staff are treated kindly and with respect in these situations, we are happy to work with your individual case and figure out other arrangements if need be. We will always go above and beyond to rectify issues that have arisen due to a mistake on the part of our staff. Please understand that any mistakes on our part are honest, and that our staff would never do anything intentionally malicious to our customers.

We will not tolerate verbal or physical abuse toward our staff under any circumstances. We ask that you treat us in a respectful and professional manner to reach the best outcome for everyone involved.

## PUBLIC HOLIDAYS

On occasion we will run our classes on a public holiday. Please be aware of when the public holidays are during each term and enquire if you are unsure if the class will be running.

We value your opinion, and we want to give you the best possible introduction into the wonderful world of climbing.

We look forward to seeing you all next term!

Kind Regards,

*The Canberra Indoor Rock Climbing Team*

