

# All about our NWG Parent Portal



Our Parent Portal is the one location to manage your enrolments, absences and payments.

You can find it via our website or simply **Google - Join NWG.**

**NWG Parent Portal Link:** <https://app.iclasspro.com/portal/northwestgymnastics/>

When you first login to the system you will be asked to accept a number of policies including photograph and billing policies. This include our Club Handbook which can be found here:

<https://www.northwestgymnastics.com.au/club-handbook-and-policy-documents/>

Please do not unsubscribe from email communications when signing up to the portal as we use the portal for notifications about classes, waitlists and the like.

## What can I do in the Portal?

- You can see which classes have openings, Enrol or Waitlist in classes or request a makeup.
- If the class you are looking to join is full we recommend waitlisting. This lets us plan for opening additional spaces or classes. If you waitlist and a place becomes available we will contact you prior to enrolling you in your waitlisted class.
- You can request a drop in classes (discontinue). Please note 2 weeks notice is required.
- You can view your statement, arrange payment and adjust/update your billing method.
- You can advise absences. If you advise an absence 24 hours in advance you can gain a makeup token.
- You can request a makeup class by using a makeup token.
- You can update and add contact details – It is always ideal to have more than one contact.
- You can read [news articles](#) including info on Classes, Events, Payment Security, Covid Controls.

## What are Makeup Tokens?

- If you advise us via the portal with 24 hours notice that you will be absent from a class, once the absence occurs you will automatically gain a makeup token on your account.
- Makeup Tokens can be used to enrol in another class of a similar type. Tokens are limited to 2 per month and you have 30 days to use them for students who have an active enrolment.

## How does Billing work?

- North West Gymnastics bills for classes in advance on the 15<sup>th</sup> of the month for the following month.
  - For example, November fees are due on the 15<sup>th</sup> October.
- All classes are of an ongoing nature and carry over between Terms.
  - You can find our [Timetable and Calendar on our website](#). If there are changes to class times between Terms we will contact you to confirm.
  - If you wish to withdraw from classes please place a Drop Request via the portal with at least 2 weeks advanced notice otherwise you will take a place in the same class in the following term.
- Membership is charged as an Anniversary Fee separate to class tuition. It is for a rolling 12 months.
- Membership is \$50 for Under 5's classes, \$70 for Recreational and \$90 for Competitive.

## How do I request a trial class?

- Once you've created an account on the Portal and added your student, please contact us by email [info@northwestgymnastics.com.au](mailto:info@northwestgymnastics.com.au) indicating the class type and preferred day(s).