



## GENERAL POLICIES AND GUIDELINES

*We encourage all students to arrive on time for class. The first part of class prepares your body for the rest of your time here! Coming to class weekly is also important for your child's progression.  
We encourage 100% perfect attendance!*

**Enrollment & Payments:** Our program operates on a month to month billing and enrollment cycle. Any enrolled child will automatically have priority enrollment in their current class. This will ensure your child's spot in the class.

- You must maintain a current form of payment on your account. Enrollment & charges for the next month will occur on the 1st of each month. A debit or credit card MC/VISA/DISCOVER is accepted.
- If your form of payment is rejected when charged on the 1<sup>st</sup> day of the month a fee of \$15 will be added to your account. This covers the merchant service cost as well as the cost of us reaching out to you and resolving the issue.
- You may pay in the office up to 7 days prior to the first day of the month. Your child's spot is not guaranteed until a payment is received. Check, cash, debit, MC/VISA/DISCOVER accepted.
- You may move or add a class into any of the same level classes anytime as long as there are openings in that class. Remember, keeping a consistent coaching staff has a large impact on your child's progression.
- Moving into a new level of classes (Beginning 2 to Intermediate 1) will require testing and approval. Although we would prefer moving a student to a new level and class take place at the start of each month, this can be done at any time with approval and a current class opening.
- **To drop from the program you must speak to an office staff at least 15 days prior to the first of the next month.**
- **If you request a drop after the 1<sup>st</sup> of the month, please review the following procedures (all requests require speaking to an office personal directly):**
  - Request is made before the first day of class for that month; receive full tuition credit on your iClass account to use at a later time.
  - Request is made after the first day of class for that month; receive pro-rated tuition credit on your iClass account (effective the day you notify the office). Drops cannot be made after the 2<sup>nd</sup> week of the month. Unfortunately, we cannot credit the days that were missed, as we are reserving your child's spot in our highly impacted classes with large waitlists.
  - Request for a refund is made before the first day of class for that month; refund must be approved and a \$20 reversal fee will be deducted from the full tuition amount. This fee covers the expenses incurred to reverse the charge and produce the refund check. Once your refund is approved, a check will be mailed to your address.
  - Request for a refund is made after the first day of class for that month; refund must be approved and a \$20 reversal fee will be deducted from the pro-rated tuition amount (effective the day you notify the office). This fee covers the expenses incurred to reverse the charge and produce the refund check. Drops cannot be made after the 2<sup>nd</sup> week of the month. Unfortunately, we cannot refund the days that were missed, as we are reserving your child's spot in our highly impacted

classes with large waitlists. Once your refund is approved, a check will be mailed to your address.

**Tuition:** All monthly fees are based on an average of 4.2 weeks per month. With an enrollment of 1 day per week your child could have 4 or 5 lessons included depending on the day(s) of enrollment. Over the course of many months this equals out to the average of 4.2 weeks per month. The 4.2 week figure is taking into consideration holidays, as a full 52 week year by 12 months is actually 4.33 weeks.

- If any student has less than 4 weeks of lessons due to holidays, your monthly fee will be automatically prorated.
- Adding or reducing the number of classes per week or moving to a higher level will cause an adjustment in charges or credits.
- A yearly \$50.00 registration fee will be due upon registering to cover the cost of secondary insurance for your child. We will charge this fee annually. This fee is non-refundable.
- **There are no refunds once a student starts their first class for the month:** When you pay, we are reserving your child's spot in class, therefore we cannot give refunds. If personal situations/injuries keep the student from attending more than 50% of the month, please notify our office immediately. Failure to do so will result in you being responsible for tuition until we are notified that your child is temporarily or permanently dropping class. Keeping up to date records is difficult without knowing what your intentions are. Help us help you by maintaining class size integrity.

**Testing and levels:** All enrolled students will be tested every other month during regular class time. Testing weeks will be displayed on our calendars. You also have the option of private and semi-private testing for an additional fee.

- Gymnastics is a difficult sport that requires skill, strength and flexibility; all of which can take many months and years to develop.
- Academy Levels: Beginning 1 & 2, Intermediate 1 & 2, Advanced 1, 2 & 3. Moving from a level 1 to a 2 does not require a change in class. Beginning 1 & 2's are in the same class. Intermediate 1 & 2's are in the same class and so on. The instructors will know the level of each child and will make adjustments for each level.
- The bi-monthly testing is at no extra charge and gives the students the opportunity to move to the next level. Your child is not obligated to move to a higher level class. This is your choice and requires moving into a different class.
- Additional academy testing will be by appointment only at a charge of \$10 (semi private) or \$20 (private). Testing is scheduled on a first come first serve bases. See the office or online for testing times and enrollment.

**Returned Checks:** There is a \$25.00 fee for returned checks.

**Missed Class Policy:** "Make-ups" are offered by appointment only. 1 make-up per month is allowed if your child attends class one time a week and 2 make-ups per month is allowed if your child attends class two or more times a week. There are special circumstances, such as an injury, that may allow this policy to be altered. Due to class ratios, we may not always be able to offer a make-up class.

- You must schedule these make-ups with the front desk.
- Make-ups can only be scheduled after the class has been missed and within 30 days of the missed class.
- No make-ups for a missed make-up class.
- Child must be currently enrolled to make-up a class. No exceptions.
- There are no credits or refunds for missed classes. We work very hard to promote consistency for our students and coaches. This is very important to the learning process.

**What to Wear:** Athletes must abide by Gliders Gymnastics, Inc. dress code at all times. Gliders Gymnastics, Inc. reserves the right to refuse service if dress code is violated. Girls are welcome to wear a leotard or gym shorts/pants and tight T-shirt (NO spaghetti-straps allowed or mid- drift showing). Boys may wear comfortable shorts or sweat pants with a T-shirt. Hair must be pulled back off shoulders and away from the face. For safety precautions, **NO JEWELRY IS TO BE WORN DURING CLASS**. All students will be barefoot during class. Please do not bring valuables as we cannot guarantee the safety of any items such as cell phones and jewelry.

**Arrival and Pick Up:** Be sure your student arrives 5 minutes before (no earlier please) his/her scheduled class time. Please pick up your student on time. If you elect not to stay while your child is at our facility, for the safety of your child, please return on time to pick him/her up. We try our best to watch the traffic flow of all our students, but are not always able to watch all students closely. During peak times the parking lot is crowded. Please take into consideration that our students may include young children. Please drive slowly and carefully. Do not take a chance on your student running to and from your car.

**Late to Class Policy:** If your child is late to class by 10 minutes or more, please check in with the office. This to ensure that your child will be sent to the proper class, plus help us keep attendance records correct.

**Extended Absence:** Please notify us immediately (DOCTOR'S note is required) regarding your child's situation. Please let us know prior to returning to class so we can regulate class sizes and to help keep up to date records.

**Holidays:** We are closed on some holidays. Please check our calendars or call the gym to confirm (626-966-8775). Reminders will be handed out to students.

**Food:** No food or drink of any kind (except water) is allowed out in the gym area.

**Parent Participation Classes:** (Monkeys 18 months-3 years) Safety is always the foremost consideration, liability policies will allow only (1) one parent/guardian per child on the gym floor at any time.

- Any parent entering a parent participation class must sign and accept the additional waiver. There will be no exceptions made.
- Participation parent must be unencumbered and able to move throughout the facility without danger and cannot bring another child/sibling out on the floor for the duration of the class.

**Lost and Found:** We are not responsible for any lost items. Jewelry, any valuable items and money will be kept at the front desk. Clothing/shoes/bags/water bottles/etc. are placed in the black & yellow Lost and Found container in the gym. We are unable to store items for long periods of time. Due to this, at the end of every month, our Lost and Found bin will be emptied and donated. We ask that when you come to gym, please collect all your belongings before you leave.

**Birthday Parties:** Have a Gymnastics or Urban Ninja Party here! View our Packages on our website or with our office. Booking is done in our office or via phone.

- 2 weeks' notice is needed to book your birthday party (parties are based on availability).
- \$100 non-refundable deposit and a form of payment on your Customer Portal Account is required to book a party with us.

- Birthday Party confirmation and balance is due 5 days before party date. Form of payment on file will be charged 5 days before party date. If you wish to pay with another form of payment, you will need to do so with our office (during our office hours) before the 5 day mark.
- Birthday Parties cancelled less than 5 days prior to the party date are responsible for the full party balance, no exceptions. Cancellations must be done in person or via phone with our office staff during office hours.

**Be aware there are security cameras recording at Gliders Gymnastics.**

**Please Note: Gliders Gymnastics has the right to alter the General Policies and Guidelines at any time without notification.**

I give my permission and consent for a licensed doctor or physician to administer the necessary aid to my child(ren) should he/she become injured or sick while in attendance at or while participating in any activity associated with Gliders Gymnastics, Inc. and do so without having to wait until I (we) are contacted.

**I have read and understand the General Policies and Guidelines for Gliders Gymnastics, Inc.**

**Gymnast Name(s):** \_\_\_\_\_

**Parent signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_