

# 2024 Funtastic Gymnastics LLC Policies

## **Trial Class**

We understand that children may not know if they are going to like something until they try it, therefore new students can enroll in one trial class. It is a fantastic opportunity for your child to experience our unique GEMnastic FUNdamentals approach first hand. Your child will participate in a typical class session, engaging in fun, skill-building activities under the guidance of our USA Gymnastics certified coaches. It's a chance for them to explore the world of gymnastics in a supportive and inclusive environment.

We reserve a spot in the class for your child's trial. To secure this spot after the trial, stop by the office to enroll your child, and pay the tuition and the membership fee. The trial class counts as their first class.

If you are unable to attend a scheduled trial class, please call in advance to avoid forfeiting the trial opportunity. If the trial is forfeited, the child is removed from the waitlist and participation in a class requires a paid enrollment.

## **Enrollment**

New students may enroll at any time, subject to class availability. If enrolling after the first week of the month, tuition will be prorated. When you enroll your child, you have reserved a spot in a class and enrollment will automatically renew at the end of each month. By enrolling a child in our program, you acknowledge and agree to abide by our policies.

## **Membership Cancellation**

A Cancellation Request form must be submitted by the 10th of the month that you wish your membership to end. You are responsible for tuition through the approved membership cancellation date. Please note that we're unable to issue credits for any remaining classes if you choose to discontinue earlier in the month. Medical exception - The cancellation will be effective immediately and tuition prorated upon receipt of a written notice from a licensed medical practitioner indicating the student is unable to participate. A retroactive request for medical credit will not be granted.

## **Class Schedule/Closures:**

Tuition is based on 48 classes per year, which is typically 12 classes per quarter. This approach ensures a consistent learning progression for your child. The number of classes per month will vary from 3 to 5 depending on the day of the week the class is held and holidays. The gym is typically closed one week per quarter to ensure no participant receives more than 12 classes in a given quarter. However, we understand that unexpected circumstances may arise. Should we be unable to hold all 12 classes within a given quarter, we will offer a make-up class to ensure your child receives their full gymnastic instruction.

## **Missed Classes**

- Attendance is taken for each class.
- Participants are allowed to complete 1 make-up class per month.
- Make-up classes are subject to availability, are not guaranteed, and must be pre-registered.
- The make-up class must be completed within one month of the missed class.
- Once a make-up class is scheduled, it cannot be rescheduled, and is therefore forfeited if not attended.
- Missed classes can never be deducted from tuition.
- Makeup classes are non-transferable.
- If a participant is dropped from our program, any pending make-up class is forfeited.
- Competition Team athletes do NOT qualify for make-up classes if they missed practice or for canceled classes due to competitions, including competition travel.

## **Illness or Injury**

Individuals who are ill, have a fever, or had a fever in the past 24-hours, should refrain from attending gym. All open wounds, such as cuts and blisters, or contagious infections such as warts, athlete's foot, impetigo, ringworm, etc., must be securely covered with band aids and athletic tape PRIOR to entering the facility and remain covered until the individual exits the facility. Individuals with pink eye, lice, or other highly contagious conditions are not permitted to enter the facility for any reason. Individuals that pose a risk to the safety of others will be asked to leave the facility.

## **Proper Gym Attire**

Participants must wear appropriate attire for safety and comfort during gymnastics classes. For example, a leotard, shorts or leggings with a fitted shirt, and socks for trampoline use. No dresses, buttons, snaps, zippers, jeans, excessively baggy clothing, or exposed midriffs/sports bras worn alone as a top. Participants with unsafe attire may not be allowed to participate in class and no refund will be provided.

## **Discipline and Safety**

Please talk to your children about the importance of following directions for the safety of themselves and everyone around them. Undesirable behaviors disrupt the class and may create an unsafe environment. Disciplinary actions will include a verbal warning, a "sit out", or being sent home, as warranted. No foul language, hitting, or aggressive, confrontational behavior will be tolerated and students exhibiting such behavior will be removed from class immediately.

## **Privacy**

We take the privacy of our clients very seriously and are committed to safeguarding your private information and ensuring that it is protected from unauthorized access, use, or disclosure. We collect and retain your personal information only for the purpose of providing you with gymnastics services and internal record-keeping. If you cancel your membership and wish to have your personal information removed from our database, please contact us. Note that we must retain information such as enrollment history and class attendance for legal and insurance purposes.

## **Parent Responsibilities**

- Be your student's biggest supporter!
- Ensure your child arrives at the gym on time (no more than 10 minutes prior to the start of class) and remains seated in the waiting area until their class begins. Timely arrival is crucial for proper warm-ups and maintaining class continuity.
- Except for parent participation classes, only participants enrolled in a class are allowed on the gym floor. One adult (age 18 or over) must accompany a child in a parent participation class.
- Limited seating is offered on a first-come, first-served basis, and families are encouraged to only bring one spectator per enrolled child.
- Siblings are not allowed on the floor in our parent participation classes.
- Siblings not enrolled in a class must stay in the viewing area.
- Children aged three and under must be accompanied to the restroom, and parents must remain inside the facility during their class time.
- Please do not leave young children unattended in the viewing area and do not allow them to run or climb/play on chairs, furniture, divider walls, etc.
- Please do not communicate verbally or otherwise to your child or their coach while they are training.
- Please be on time when picking up your child from class. If you anticipate being late, please inform us. Children must wait inside and remain seated until their parent/guardian arrives.

- Do not allow your child to cross the parking lot by themselves.
- Help us maintain our facilities cleanliness by adhering to our food and drink policies. Only water is allowed in the facility. No gum or food is allowed.
- Please be considerate of others and clean up any trash or mess made by you or your child.
- Ensure your contact and payment information is updated in the parent portal.
- Smoking is prohibited in and around the facility.
- Leave valuables at home, we are not responsible for lost or stolen items.
- No flash photography or video lights.

### **Billing and Payment**

- Tuition is due on the 1st of the month.
- By enrolling, you agree to automatic monthly withdrawals through our autopay program. Your account balance will automatically be charged to the payment method on file on the 1st of each month. If the 1st falls on a weekend or holiday, autopay will run on the prior business day.
- You can avoid the automatic charge by paying prior to the 25th of the month.
- If your autopay fails, we will run it again on the 5th of the month (or the prior business day if the 5th is a weekend or holiday). A \$20 late fee will be added to your account if autopay fails a second time.
- The account balance must be paid prior to the 2nd class of the month to participate in class.
- Event fees are due at the time of enrollment.
- A \$35 fee will be added to your account if a check is returned for insufficient funds.
- You are responsible for payment of tuition and fees regardless of attendance.
- Any amounts owed for 60 days or more, will be subject to collection action and I agree to pay all costs related to collection, including but not limited to court costs and attorney fees.

Know that we do not store complete credit card data on our devices. We use a reputable merchant services vendor that complies with the Payment Card Industry Data Security Standard (PCI DSS), which is a set of guidelines to protect customer payment data from theft and fraud. You can also check your credit card statements for any unauthorized charges, and you have the right to dispute any fraudulent transactions with their card issuer.

### **Membership fee**

The Annual Membership Fee allows us to offer the flexibility of month-to-month classes with no long-term commitment. The fee is \$50 for one child and \$75 for two or more siblings. The fee is due upon initial enrollment and will be billed each year at the start of the student's anniversary month. Outside the Money Back Guarantee policy, the fee is non-refundable should you decide to cancel your membership within the 12-month period.

### **Discounts**

#### **5%:**

- A student takes 2 classes per week
- A family has two siblings enrolled
- Active military, Police, Fire, First Responder

#### **10%:**

- A student takes 3 classes per week
  - A family has three or more siblings enrolled.
- The maximum combined discount is 10%*

### **Money Back Guarantee**

We ask that students try classes for at least 30 days before making a decision to cancel their membership. However, if you are not completely satisfied within the first 30 days, we will gladly refund 100% of your annual membership fee and remaining classes the student did not attend...no questions asked.

**Referral Credit**

To thank you for referring your friends, you will receive a \$20 referral credit. Ask your friend to mention your name when they enroll. If they enroll online, they will choose "Friend" in the "How did you hear about us?" field and add your or your child's name in the "More Details" box. The referral credit is good towards your tuition for the following month provided the friend or family member remains enrolled.

To be eligible, your family or friend must be brand new to Funtastic and your child must be currently enrolled.

**WE RESERVE THE RIGHT TO REFUSE SERVICE TO ANY PERSON.**