

## Policies and Guidelines

### Tuition

- Tuition is due the 1st of the month, or the first class of the month. If you enroll in the middle of the month your tuition will be prorated and your next full tuition payment will be due on the 1st or the first class of the following month, whichever comes first.
- We gladly accept cash, check, and Visa or MasterCard credit cards as methods of payment. All payments must go through the front desk. **Please make sure to write your student's full name on the payment.** If your student is on TEAM please specify which account you would like your payment to go into, otherwise it will go into your student's tuition account by default.
- All classes are ongoing. Once your student is enrolled in a class they will automatically be enrolled in the next month's class unless the office is notified that your student is dropping or changing classes. We require a written 30-day notice of cancellation.
- If tuition is not paid by the 15th of each month a \$10 late charge will be applied to your account. **All tuition payments must be paid by the 15<sup>th</sup> of the month.** If we do not receive a payment for two (2) consecutive months, or the total outstanding balance on the account is greater than \$200.00, your student will be dropped from class until tuition is paid or you have communicated and planned with the front office. Please note that being forcefully dropped from the program may result in your student losing their spot in class until further notice.
- Refunds are only authorized for reasons of injury or prolonged illness. Missed classes and holiday closures will not be deducted from your monthly tuition.
- Tuition is figured on a 4-week month period, however if the month has 5-weeks there is no additional charge. There are 13 four week periods in a year and you only pay for 12, therefore we do not prorate tuition for Christmas or any other holiday or emergency closures that may occur.
- We normally follow the Salem-Keizer School District for closures due to inclement weather and we will send out notification emails in case of an emergency closure.

### Enrollment

- Our classes are continuous and do not operate on a month-to-month or session basis. Because of this you will be charged monthly for your student's tuition until we receive written notice (email or written drop form) 30 days before your desired drop date. If you are taking time off and do not notify the front desk, you will continue to be charged. **Simply not showing up to class will not automatically stop your account from being charged or drop your student's enrollment. Once your account has been charged for tuition there will be no refunds permitted.**
- Students will be assigned to their class according to their age and/or ability. The coach is the only person who is authorized to determine when it is time to advance your student to the next class. Advancing a student to a new class also needs to be approved by the next level coach and the front desk. The amount of time your student has spent in a class or their interest/disinterest in the course lessons does not immediately qualify them for advancement.
- Pick your student up promptly after class. If you are running late, please call to make arrangements with staff or other gym parents to monitor your child. Please note that our coaches and office staff are unable to monitor your child after their class(es) are completed, nor are children allowed to remain at the gym to watch other classes after theirs has ended unless they are accompanied by a parent. It is your responsibility to monitor any children you bring onto the premises. Failure to monitor children so that we can maintain a safe and orderly gym environment may result in your child being excused from the class. No refunds will be made in such a case. All children must be picked up by 8:15pm, NO EXCEPTIONS.
- Always keep your contact information up to date. If for any reason there is an emergency involving your student it is paramount that we have the correct contact number and email address on file. We use email to send out important information about upcoming events, emergency closures, late payments, etc. The Athletic Edge will not be responsible for any consequences that occur due to incorrect contact information or a lack thereof.

### Gym Membership Fee

- An annual membership fee is due upon initial registration. June 1st of each year a \$40 charge will be placed on your student's tuition account. This fee must be paid in full no later than June 1<sup>st</sup>. **If you are enrolled on the recurring payment program your card will be automatically charged for the \$40 annual fee unless specifically requested before the 10th of the month prior.**
- The membership fee of either the full \$40.00 or the prorated amount is due to reserve a student's spot in class. Turning in a registration form will not reserve your spot unless it is also turned in with the membership fee.

### Absences

- Since we provide a place for your child, missed classes will not be deducted from your tuition. If you miss a class only one (1) make-up class per month is permitted, regardless of the number of classes missed. All make-up classes need to be prearranged through the front office; do not just show up to class. You are not required to make up for missed classes.

### Coaching

- Please let the coaches do their job. Do not offer advice or coach your students from the bleachers. This is distracting to coaches, students, and other parents trying to observe classes. You will receive one (1) warning, after that you will not be allowed to view your students in the open viewing areas. **Parents, siblings and students who are not in class are not allowed on any equipment or anywhere on the floor area of any gym.**

### Attire

- Please see that your student has the proper clothing to participate in class. No pants or shorts with buttons or snaps that could damage equipment or baggy clothing that could get tangled while spotting or on the equipment should be worn during class.
- Hair is to be kept up and out of the face.
- No jewelry (other than stud earrings) is to be worn. Please leave jewelry as well as any electronics (game systems, music players, etc.) and valuables at home. We are not responsible for any lost or stolen items.
- Due to overflowing, anything remaining in the lost and found container is discarded at the beginning of each week. We ask that you keep track of your belongings including any water bottles, grip bags, shoes, etc. The Athletic Edge is not responsible for any lost or mislaid items.
- Please note that we serve a high volume of students at The Athletic Edge. We are not responsible for providing any secondary medical/athletic supplies such as pre-wrap, medical tape, pain relievers, etc.

### Food & Water Bottles

- No food or water bottles are allowed in the workout areas. Please keep water bottles in the designated areas. All food is to be kept and consumed in the kitchen area.

### Recurring Payment Program

- We take payment through an automatic payment program. The payments can be drawn out of a Visa or MasterCard credit or debit card. ***We cannot draw payment from a checking or savings account directly.*** Payment will be drawn from the account on the 1st of the month unless otherwise requested. If you decline to enroll in auto-pay, there is an additional fee of \$10 per month added to the tuition.

All policies and regulations outlined herein are to be acted upon with complete discretion of The Athletic Edge Gymnastics.