

IMPORTANT POLICIES/REMINDERS – PLEASE READ



Welcome to Elite Gymnastics Academy! We are pleased and honored you have chosen us to encourage and further your child's physical development and self-confidence. You will notice the positive, welcoming, professional atmosphere the minute you walk in the door. Our classes are progressive, productive, and SAFETY is always #1! We go to extraordinary lengths to provide state-of-the-art equipment, the cleanest facility, the most progressive curriculum, and highly trained staff. Part of our teaching strategy is to make learning fitness FUN! We know the top reason for kids quitting an activity is because it's simply not fun anymore. Through FUN and productive teachings we can make your kids wish to return week after week.

Elite Gymnastics Academy has 5 Programs: Preschool Gymnastics Program, Recreational Gymnastics Program, Recreation Trampoline & Tumbling Program, All-Star Cheer Program, Ninja Zone Program, & Competitive Program. Additionally, we host both Gymnastics & Ninja Birthday Parties, Open Gym, Parents' Night Out, Day Camps, & More!

If you have any questions, please go to the EGA Front Desk. Your satisfaction means the world to us – Most changes throughout the year are directed by customer requests. If you have any suggestions, e-mail us at contact@elite-gymnastics.com.

Thank you for your confidence in our programs. We pledge to deliver professionalism and to astound you! If we don't, please tell us. If we do, please tell others.

Welcome to the EGA Family!

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Q & A

Q: How do we pay tuition?

We are a year-round program with monthly based tuition. Tuition is automatically paid monthly via direct debit from any major credit or debit card on the 15th of each month for the next month. You are only charged for the number of classes that we have scheduled for each month (varies 3-5 times during the month). Declined payments must be remedied by the 20th day of the month or your child's class spot may be given to a student on the waitlist.

To opt-out of autopay, simply pay tuition using any alternative method of payment by 9pm on the 13th of the month and your card will not be processed on the 15th. A \$25 charge will be assessed for all NFS checks. Once we have taken a bad check, all tuition must be paid going forward by cash or debit/credit card.

To un-enroll, simply notify EGA via e-mail at Contact@elite-gymnastics.com or drop off a signed note/letter at EGA's front desk no later than the 14th of the month.

No refunds or transfers of credit from one student to another or one month to another will be issued. All transactions are final once payment is made. Refunds, when applicable, will be issued less a \$20 handling fee.

Membership Details:

A non-refundable, non-transferable annual membership fee is required to register for classes: \$35 for an Individual Membership; \$50 for a Family Membership.

MEMBERSHIP BENEFITS:

- Discount on Special Events
- Discount on Open Gym
- Discount on School Year Camps
- Membership applies at ASA
- Can schedule make-ups for missed classes

Q: What is EGA's make-up policy?

Your membership allows you to make-up classes. In order to take advantage of this benefit, you must:

- Phone-in your absence at least 24 hours prior to your scheduled class.
- Make-up Class must be of the same Program/Level that your child missed.
- The make-up class must be scheduled with the front desk and must be completed in the same enrollment period.
- Can receive 1 free open gym pass per missed class if you cannot find a make-up class time that works for you. Passes must be picked-up within the same enrollment period (before un-enrolling).
- No make-ups are allowed for missed make-ups.

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Q: Does EGA offer family discounts?

We offer generous sibling discounts and multi-class/multi-session discounts. Our discounts are:

- Sibling discounts apply to full sessions. 2nd child receives 15% off, 3rd child receives 25% off, 4th child receives 50% off, 5th+ children are FREE. Lesser tuitions will receive the applicable highest discount.
- Any student enrolling in two or more week-night/weekend classes will receive 20% off per additional class (Includes Pre-Team). Discount will be applied to lesser tuition.

Q: What can I do for EGA?

- Refer a friend! We will grant you a \$15 EGA credit PER newly enrolled student.
- Write a positive Facebook Review! We will grant you a \$10 EGA credit.
 - 1 review per family
- Write a positive Google Review! We will grant you a \$10 EGA credit.
 - 1 review per family

Q: Why does EGA need my e-mail address?

As our company becomes more automated and green conscience, e-mailing is becoming our preferred form of communication (inform you of important billing information, facility closings, special events, and promotions); therefore, your e-mail address is required upon registration.

Your e-mail address will allow you to log-in to your Customer Portal to access your personal details at EGA. You can make a payment, update your account, change your billing information, change your password, add a student to a waitlist, view your fees and payments, check your child's current enrollment, register for Special Events at EGA (Parents' Night Out, EGA FUN Night, Day Camps), schedule a birthday party, register for classes, and receive important messages or contact our Front Desk staff.

Q: Does EGA pro-rate tuition when I join mid-Month?

Registrations are accepted at any time and tuition will be pro-rated accordingly.

Q: What should my child wear to class?

Some Programs have its own attire requirements. In general, for girls' gymnastics, we recommend wearing a body leotard (no skirt) – shorts and footless tights are allowed. For boys' gymnastics, we recommend wearing a t-shirt tucked into stretch pants or elastic waist cotton shorts. Long hair should be pulled away from the face into a pony-tail with an elastic band. For your child's safety hair clips, barrettes, other hair accessories, hair glitter, gel, spray-on hair color, or excessively oily hair products are not permitted.

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All students are barefoot during class. Parents are welcome to wear socks in the gym when participating in class.

Only stud earrings are permitted. All dangling jewelry must be removed before participating in class.

Q: Can I stay to watch my child?

Of course, we love our parents to stay and watch! You're welcome to observe your child in our glassed-in lobby for main gym students or behind the cubbies in our tots' gym for our preschool classes (non-participating parents are not to enter the gym). We request parents to refrain from coaching his/her children during class to avoid embarrassing the child and disrupting class.

If you have any concerns about your child's class, please talk to the front desk or a manager.

Q: How and when will my child progress to the next level?

Children learn at different paces – On average, most students are in the same level for a full year as there are many skills to accomplish in each level. It takes quality instruction, practice, strength, flexibility, and dedication to achieve skills in gymnastics. Every level should be taken seriously as all gymnastics skills are built off of one another; moreover, a firm foundation and understanding of basic skills before advancing is key.

Every 8 weeks your child will be formally tested (even months). Stay up-to-date on your child's progress by downloading the EGA App to view your child's "attained" skills. Skills not marked "attained" are skills that your child will continue to work on and must have in order to move to the next level.

If you find your child is struggling, consider having your child attend class twice a week. It's hard to build muscle and muscle memory with only attending class once a week! If coming twice a week is not feasible, talk to your child's coach about certain conditioning drills he/she can work on at home in addition to taking your once a week class. Private lessons are also an option – inquire at the Front Desk.

Q: How do I find out if EGA is closed due to inclement weather?

We immediately post closing information to the EGA website and EGA's Facebook Page: www.facebook.com/elitegymnasticsacademy. Our voicemail will also state we are closed.

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IMPORTANT REMINDERS:

- **Drive very slowly** when picking up and dropping off your children in EGA's parking lot! Use caution because a child could dart out at any time.
- **On your First Day** – We recommend arriving 10 minutes early, both to handle paperwork and also to let your child look around this FUN, colorful place! When you arrive, talk to our Front Desk staff. They will handle all necessary paperwork and direct you to the changing room and where to go for class line-up. Leave extra clothing items and non-valuable items in the cubbies (EGA is not responsible for lost or stolen items). Then, go to your assigned line-up area where the instructor will greet the kids and take them into the gym at the scheduled class start time.
- **Before Class** - Your child(ren) count on you to get them to their class on-time. Please try to keep your commitment to your regularly scheduled class day and time, because the learning process can be achieved easier through continuity. Being late to class disrupts learning; therefore, we recommend you arrive 5-10 minutes prior to your scheduled class time. Parents should accompany young children to the bathroom before class. Upon arrival, students should store extra clothing and non-valuable items into the cubbies and wait at the appropriate line-up for his/her class to be called. All parents are responsible to watch their child(ren) before class and their siblings during the lesson. Siblings are not allowed in the gym – Siblings are welcome to play in the Toy area in our lobby. No parents and siblings are allowed on any equipment whatsoever (this applies to both the main gym AND tots gym).
- **During Class** – There must be an instructor present to be on the equipment. Absolutely no horseplay or running around the equipment. Only one person on the equipment at a time. Look around before you cross in front of other groups. The children should tell the instructor if they are feeling sick/faint.
- **Parents' Responsibilities** – We cannot keep children in our care before/after class or activity – It's just not safe for your child(ren).
- **Parent & Me Classes** – The success of the class for both you and your child is spending quality time in an active environment. We discourage bringing siblings to class with you. If you must, we suggest a carrier to sit on the floor, not a sling-like carrier. It is just safer for both of your children.
- **Change of Personal Information** – If you move to a new location and/or change your contact information (phone/e-mail), please inform the Front Desk. In case of an emergency, you would want to be notified!
- **Child's Illness or Disability** – Please inform us if your child has any medical conditions (mental/physical), disabilities, or if they are on any medications we should be aware of.
- **Substitute Instructor** – EGA is very fortunate to have such a large, qualified staff. The staff will try to maintain the same schedule throughout the school year. With that being said, your child may have a different instructor if their instructor must change his/her availability, and occasionally a different instructor in place of your regularly scheduled instructor due to instructor illness/vacation. All staff

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utilizes the same lesson plans and curriculum; however, every instructor has his/her own style of teaching. All teachers are involved with year-round in-service training and must pass a background check upon employment.

- **Discipline** – We expect good manners and attitude from the children, not gymnastics expertise. If a child is disrespectful to a teacher, other students, or to the facility/equipment, they will be re-directed to another activity and asked if they want to participate and behave. They always will be given a second chance. We are committed to treating all children with respect, and in turn expect them to respect other students, our staff, and our facility. We cannot allow children to bite or put other kids or his/her instructor in danger. *Please keep an eye on siblings – They are your responsibility!*
- **EGA's CLEAN Facility** – We pride ourselves in our gym, its bright colors, excellent state-of-the-art equipment, and its cleanliness. Our facility is cleaned and sanitized on a daily basis. Please watch your children so we can work together to keep the gym a safe, clean place for you. As a courtesy to our staff, if your child vomits or has a potty accident, please help us clean it up.
- **Private Open Gym** – We offer private open gym Mon-Fri during the day-time to groups such as sports teams, preschools, kindergarten groups, Boys/Girls Scouts. Call our Front Desk to inquire about availability and group pricing.
- **Facebook** – Stay up-to-date on everything EGA – Like our Facebook Page today!
- **EGA Event Cancellations/Account Credits** –
 - Registration cancellation by a customer: Unless specifically stated on registration materials, the deadline to receive an EGA account credit (a refund will not be granted) for your cancelled registration is 2 weeks before the scheduled event. Cancellations are only accepted in written format: fax, e-mail, signed note/letter. Any cancellations received after the 2 week period/no-shows for an event will not receive a refund/credit.
 - Event cancellation by EGA: EGA reserves the right to cancel an event due to low enrollment/other circumstances that would make the event non-viable. If EGA cancels an event, registrants will be offered an EGA account credit. Should circumstances arise (e.g. inclement weather) that result in the postponement of an event, registrants will be allowed to transfer their registrations to the same event at the new, future date.
 - Birthday party deposits are non-refundable and non-transferable.
- **Food and beverages are not permitted in the gym.** You are welcome to have food and beverages in the lobby only. No birthday treats are to be given unless it is at your scheduled EGA Birthday Party.
- **This is a children's facility and we do not allow guns on the property.**