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[www.allaroundgymnasticacademy.com](http://www.allaroundgymnasticacademy.com)

## Rules, Policies, & Procedures

Revised and effective as of September 25, 2013

### 1. Program Length:

Our programs run continuously throughout the school year, September to June, with a separate 10 week summer schedule from June-August. Once you are enrolled in the school year, your spot in class is held from one payment session to the next. If you would like to discontinue for any reason, you must fill out a "withdraw form" at the office at least 2 weeks prior to the beginning of the new payment quarter or you will be charged. We have waiting lists for many classes and would like to notify the families waiting of available spots.

### 2. Enrollment, registration/ membership, and tuition

- We have an annual member registration fee of \$40 per child or \$50 for the family. This covers your annual insurance and also gives you membership benefits, such as discounts on open gyms, events, parties, and clinics; as well as monthly free open gyms and free raffles and facebook contests.
- A registration form MUST be completed annually and turned into the office.
- Tuition and registration membership fee is due upon enrollment.

### 3. Discounts

- Family Discount: 1<sup>st</sup> child pays the full price of the most expensive tuition and each additional sibling receives 20% off.
- Additional classes: A second class *for the same child* is 50% off the lesser tuition.
- Military Discount: For immediate family only. 15% off the first child's tuition and 10% additional siblings.
- Yearly tuition payment: pay the full 40 weeks upfront and receive 10% off.
- Semester tuition payment: pay half year up front (20 weeks) and receive 5% off.

### 4. Payments, Due Dates, and Fees

- Payment options are either quarterly (10 weeks), semester (20 weeks), or yearly (40 weeks).
- We accept Cash, Check, or Credit Card (Visa, Mastercard, Discover).
- Payment Due Dates are 2 weeks prior to the start of the new session. You have a two week grace period and then once the new session starts, your payment is considered late.
- There will be a \$20 fee for any returned check.
- For late payments there will be a \$10 late fee charge.

### 5. Make-ups

Due to the full enrollment in all of our classes, we are unable to offer make ups. Please make your best effort to attend class.

### 6. Credits and Refunds

A.A.G.A. does not give refunds. A credit in our system will be given with a valid Dr.'s note.

## 7. Email

Is A.A.G.A.'s main form of communication. Please make sure the office has an up to date email that you check frequently so you can receive monthly newsletters, payment reminders, coupons and event details.

## 8. Class Change

If your schedule changes, and you need to move to another day, we will be happy to accommodate this as long as there is space in the new class. We also need 3 students to hold any class, camp or clinic.

## 9. Class Cancellation

- All cancellations (snow and other major storm events and holidays) will be posted on our website, facebook page, and recorded on the gyms answering machine. It is your responsibility to check *our website first*. [www.allaroundgymnasticacademy.com](http://www.allaroundgymnasticacademy.com)
- In the event of weather related cancellations, please check facebook first, as power outages limit our internet access for updating the website.
- Cancellations can quickly change, so we recommend checking half hour before your scheduled class.
- If schools are closed, it does not mean that A.A.G.A. is closed. Use your own discretion when coming to class.
- No make ups, credits, or refunds will be given for weather related closings that are out of A.A.G.A.'s control. Special consideration may be given at A.A.G.A.'s discretion for extensive closings.

## 10. Pro Shop

Merchandise can be exchanged or returned only if the original tag is *still attached*.

## 11. Drop Off/ Pick Up

- Children must be escorted into and out of the building. Please do not drop your child off in the parking lot.
- If an adult is not staying for class, please use the sign out sheet in the office to leave a contact phone number.
- If you are running late for pick up, please call the office and let us know.
- If a parent is not present after 5 minutes from the scheduled pick up time, the office will call the number first left on the sign out sheet, then both parents cell numbers. If parents are unable to be reached, the emergency contact from your registration form will then be called. If we are unable to reach any family 1 hr from the scheduled pick up time, the local police department will be called for further assistance.

## 12. Attire

Dress to participate. All students should be barefoot. Girls must wear leotards. Elastic waist shorts over them are ok. Long hair must be tied back. Please no jewelry. Boys should wear athletic clothing.

## 13. Lost and Found

Is located in the downstairs waiting area. It will be donated when full. A.A.G.A. is not responsible for lost items.

## 14. Food Policy

We are a "Nuts Aware Zone." Please try and refrain from bringing nut products into the facility. Only water and clear juice or sports drinks allowed in gym area. Please no gum!

## 15. Gym, Parents, and Safety Rules

- Please be on time. Tardiness can have a negative impact on the injury prevention process due to warm up and stretching being missed. It can also hinder the learning process, when students miss instruction.
- All students should wait in the waiting area or balcony until an instructor comes and calls them in. Parents and non-participating children are not allowed in the gym or on the equipment for any reason.

- Your quiet observation from the viewing area is appreciated. Parents are asked not to discipline or coach their children from the observation area. The coaching staff will deal with any behavior issues and ask for parental assistance when needed. By talking to the student during class, you undermine the authority of the instructor.
- Children 12 years of age and under must be supervised by a parent at all times in the observation area and balcony for the safety and comfort of everyone.
- Chairs are not allowed to be put against the balcony wall or stood upon for any reason. Please do not hang over or sit children on the balcony ledge at any time for strict safety reasons.

#### **16. Discipline Policy**

- First incident- student will receive a verbal warning and an explanation as to why their behavior is inappropriate (to be done away from other students whenever possible).
- Second incident- Student will be asked to sit out from class activity for 5 minutes.
- Third incident- The student will be excused from class for the day without a tuition refund.

#### **17. Cold & Flu Policy**

#### **18. Suggestions and Complaints**

If you ever have a question, complaint or suggestion, please see our office staff. They will review the situation and put you in touch with the correct personnel (instructor, director, management). We thrive on being the best in what we do. We love your compliments, but we must hear the complaints too. Your input is important to us. We understand that no business is perfect and are always looking for ways to improve.

Please take this home with you and keep it to reference. All Around Gymnastic Academy wants the best possible experience for your child. In order to ensure this for all of our students, we need every family (parents, students, siblings) to follow these policies and procedures.

**Thank You for your cooperation and support!**  
A.A.G.A. Staff