

Athletica Gymnastics Program Policies

We are committed to creating a safe and fun environment. In order to ensure this and create the best possible experience for all our families, these are our policies:

REGISTRATION & PAYMENT POLICY

- The first month (for monthly classes) or the full session tuition fee plus a \$60 non-refundable Membership fee is due at time of registration. No spaces are held without payment.
- Family registration fees over \$500.00/session may be paid in two instalments. (please request this when you register online).
- Registration in one session does not automatically carry over to the next session. Members must re-register each session;
- NSF cheques are charged a \$50.00 penalty;
- Families enrolling more than 1 child will receive a 5% discount (*applicable to the higher of the two registration fees*). This discount is non-transferable. The discount is calculated before GST and does not include the annual Membership fee. This discount is not applicable to the competitive program athletes.
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- Families that wish to pay two or more monthly fees in advance will receive a 10% discount (please contact the office for arrangements). If a refund is

requested after receiving the 10% discount the regular fee will be applied for the months that have been completed and the balance will be issued as a credit.

- 5% discount off the total fees, for one participant registering in multiple classes (two or more classes per week).
- Financial assistance may be available through KidSport, please contact them directly for more information. Please inquire about special Government subsidized programs such as KidSport if financial assistance is required
- Members with outstanding accounts may be refused registration. Athletica Gymnastics reserves the right to replace your child in their class if payments are 30 days overdue.
- Payments Can be made by phone with VISA, AMEX, MC or in-person at our facility with cash, cheque, debit, VISA, MC, or AMEX. (card numbers are kept on file unless we are notified otherwise)
- Cheques will only be accepted up to 2 weeks prior to the start date of the session. Cheques will not be accepted for any summer camps, March Break or PD Day Camps.
- Monthly fees: will be added on the 15th of the prior month and due and processed on the 22nd of the prior month. A late fee of \$10 will be applied if payment can not be processed or is not received by this date.

Refund, Credits & Withdrawal Policy

We are proud and confident in our programs, for this reason we offer a SATISFACTION GUARANTEED policy, If the member is not completely satisfied AFTER participating in the first two classes at the beginning of the session, Athletica will provide a refund for the remaining of the classes registered. The member must contacts the office within 48 hours after participating in the second scheduled class of the session.

***Registration will not be refunded after two scheduled gymnastics classes have taken place. No refunds will be given for classes attended.**

Athletica will only provide a refund for the remaining classes if a medical note is provided. If no medical note is provided, and the 48-hours has passed (i.e. withdrawal is not due to injury), then a credit note may be issued for the dollar

amount of the remaining classes. All withdrawals (refunds and credit notes) will be subject to a \$30 administrative fee, Membership fee is non-refundable.

For non-sessional classes (all classes with monthly fees), notice of withdrawal must be received via email (info@athleticagymnastics.com) before the 15th of the prior month to avoid fees for the upcoming month. December and June are block months, which means that October 15th is the last date to request withdrawal and avoid fees for both November and December. Similarly April 15th is the last date to request withdrawal and avoid fees for May and June.

*After a payment has been processed all refund will be done only in the form of a credit to your account.

*For both credits and refunds, Athletica reserves the right to make exceptions based on the individual case.

MAKE-UP CLASSES

- If classes are cancelled due to inclement weather or extenuating circumstances, an email will be sent out and voicemail.
- Makeup classes will only be accommodated if there is space in an appropriate class. Please note there is no guarantees as this will depend on class-ratio availability. Makeups must be done only in the same term that the class was missed. *Update 15/06/220 Makeup classes are unlikely as we have limited space and can not exceed the limits.
- There are no refunds for missed/cancelled classes.
- Trial classes are offered only for our pre-school classes, if we have space. Please call our Office for trial class fees and available times. If you decide to register, the trial class fee will be taken off the registration fees.
- Athletica Gymnastics reserves the right to change, combine or cancel classes at its discretion.
In the event Athletica is responsible for a missed/cancelled class, a make-up class will be scheduled; however, in the event that a make-up class cannot be scheduled, the member shall be issued a credit note (*applicable to other sessions or products redeemable at Athletica*).

SCHEDULE CHANGES & MODIFICATIONS

Class schedules may change without prior notice, depending on staff availability and other considerations. Every effort will be made to notify members when changes are made. Please visit our website for all class schedules (athleticagymnastics.com) and read any notices posted in the viewing area. Classes require a minimum of four students to run.

PRIVACY

Athletica is committed to maintaining the privacy of the information that you entrust with us, in accordance with the requirements of the applicable privacy legislation. Athletica has instituted a Privacy Policy, which is available for overview on our website (athleticagymnastics.com).

This policy applies to all members and guides how we use our member's personal information, which is necessary in order to provide services, manage accounts, ensure communication, and allow full member participation. We will not disclose any personal information in our possession to third parties, unless release of personal information is authorized by the individual, or permitted/required by law. We will, under no circumstances, sell, lease or trade the information that you have entrusted us with.

* You must agree to receive emails from Athletica, (click the box to receive email in your online account) otherwise you will not receive any information regarding opening of classes/sessions/ camps etc. We do not send spam or advertising emails, only email regarding our programs, when registration opens and occasional newsletters.

Athletica Gymnastics Program Expectations

CLASS VIEWING

For recreational and competitive members, class viewing is allowed, but we strongly recommend that parents/family/friends view every *other* class in order for the child to develop autonomy and listening skills. Addressing your child during class is not allowed; parents and siblings are not permitted to enter the gym floor.

*Update 15/06/2020. For safety reasons our viewing area is currently closed until further notice.

LOST & STOLEN PROPERTY

Athletica is not responsible for lost or stolen property. Please look for lost items in our "Lost & Found" bin, which will be emptied on the last day of each month.

FOOTWEAR & ATTIRE

The gym is a "no-shoes" facility. ALL Members and visitors are required to remove footwear upon entering the gym. All clothing and personal belongings must also be left in the appropriate cubby area.

CELL PHONES, CAMERAS, RECORDING DEVICES

Athletes are not permitted to bring cell phones into the gym area, they must be kept in the athletes gym bag. Use of video cameras and flash cameras is not permitted unless prior approval has been granted by Athletica staff. Please direct inquires to your child's coach.

PARENT/GUARDIAN AND COACH RESPONSIBILITIES

- Coaches are not responsible for the children before and after classes. Please ensure that your child is being dropped-off and picked-up on time, and **INSIDE** the building.
- Make sure that young children and siblings are monitored closely. There is **NO** standing or climbing on chairs, tables, benches, cubbies, or counters. **NO** running in the hallways.
 - **NO ONE IS PERMITTED** in any of the instructional areas unless they are enrolled in a class and an instructor is present.

VISITORS:

Parents and visitors are not allowed on the gym floor unless participating in a Parented class. Parents and visitors must sit in the Viewing area. Please do not talk to or otherwise distract the children participating in the classes. Any interruptions could result in serious injury.

*Update 15/06/2020 For the safety of our athletes and staff we can not exceed the number of people allowed inside our premises. We can not accommodate visitors at this time.

PARKING

Families are asked to be mindful of children running in the parking lot, before, during and after classes. Please drive carefully!

EMERGENCY

A phone is provided in case of emergencies, located on the entrance to the gym (by the cubbie area)

- Emergency services: Fire, Police, Ambulance Call 911
- Non-Emergency Police services: (403) 266-1234
- Power outage: Enmax Power Trouble Line (403) 514-6100

GYM RULES

- Use of the equipment is prohibited without the proper supervision of a qualified Athletica coach
- The Head Coach/Program Director is in charge and has the authority to refuse or expel anyone
- No horse play allowed
 - No bullying allowed
 - All accidents/incidents must be reported to the Head Coach
 - All equipment must be returned to its original place by the user
 - No flips, “head-first”, or prone entries onto mats is allowed (no head or prone falls)
 - Any skill which is unfamiliar to a person cannot be performed
 - No socks or shoes inside the gym area
 - No smoking, drugs, or alcohol allowed. Any person appearing to be “under the influence” will be immediately expelled from the building
 - No Jewelry allowed (long earrings, bracelets, necklaces, rings, watches, etc.)
 - Long hair must be tied back;
 - No hooded sweatshirts, jeans, street pants, belts, zippers, or baggy clothing;
 - No shouting, swearing, or rude language
 - No gum, candy, food or drink allowed inside the gym area, with the exception of water bottles.
 - When required, the Head Coach will implement the Emergency policy and procedures
 - Swinging on ropes is NOT allowed without proper supervision. Rope climbing can be done only with a crash mat in place and proper supervision
 - Proper equipment set-up and safety mats MUST be in place at all times, for all skills at all levels

For the safety of all:

Inability or refusal to follow these rules, and other Coach directives, will result in immediate expulsion from the gym and our programs.