



Rules, Policies & Procedures

Revised and effective as of July 14th, 2008

Index:

1. Program Length and Payments
 2. Payment Due Date (PDD) vs. Final Due Date (FDD)
 3. E-mail Address
 4. Registration and Tuition
 5. Discounts
 6. Credits and Refunds
 7. Make Ups
 8. Class Change
 9. Class Cancellations
 10. Drop off and Pick up
 11. Attire
 12. Lost and Found
 13. Food policy
 14. Gym, Parents & Safety Rules
 15. Pro Shop
 16. Complaints & Suggestions
-

1. Program Length and Payments

- ❖ Our gymnastic program runs continuously throughout the school year, September to June with 3 different payment options.
 - a. Yearly - 40 weeks (5% discount applies)
 - b. Semester - 20 weeks (3% discount applies)
 - c. Quarterly - 10 weeks (Regular price)
 - ❖ Special summer session runs for 10 weeks from June to August.
 - ❖ We accept payments by cash, check and credit card (VISA and MasterCard only)
- Note that all customers enrolling after the beginning of the school year will have their tuition prorated accordingly.*

2. Payment Due Date (PDD) vs. Final Due Date (FDD)

- ❖ If you choose the semester or quarterly payment option, all tuition PDDs are scheduled 2 weeks prior to the beginning of the new quarter or semester. The *Payment Due Date Schedule* is available in our office and on our website. A PDD reminder will be e-mailed to all currently active customers as well.
- ❖ We are aware that the following rigid deadlines are harsh: however, the alternative is overbooked classes or children not getting into classes when actual spots open. If you are concerned about missing the PDD please ask the front office about the yearly pre-pay plan.
- ❖ Final Due Date (FDD) is the last and final date by which current students must have paid tuition in order to maintain 'priority' and guarantee their class spot. After the FDD, our computer system electronically deletes unpaid students from the roster and new students are placed in the vacancies. The FDD is electronically scheduled for the last day of the current quarter or semester.
- ❖ If you would like to keep your child enrolled in the next quarter or semester but our system electronically deleted your child because your payment was not received by the FDD, please call the office and as long there is still availability in the class we will be happy to re-enroll your child.

- ❖ To avoid confusion with payments, please write your child's first and last name, and class day and time on the memo line of your check and place them in the "check" box that is placed on our office counter.
- ❖ There is a \$20.00 fee for any returned check. For late payments there will be \$10 late fee charge.

3. E-mail Address

- ❖ Please, make sure that office personnel has your up to date e-mail address on file as we e-mail out weekly upcoming events, open gyms, holiday specials, **payment reminders** and schedule for make up classes.

4. Registration and Tuition

- ❖ We have an annual member registration fee of \$40 per child or \$50 per family.
- ❖ Full tuition is due with the annual registration fee when signing up for a class.
- ❖ The quarter or semester payment is prorated after the 2nd class if signing up in a current quarter or semester.
- ❖ When signing up for a waiting list, the registration needs to be filled out and turn in to the office. When a spot in the desired class opens up, the parent will be notified of the start date and time of the class along with the tuition amount due.
- ❖ The office will enter students onto the wait list in the order they were received.

5. Discounts

- ❖ Family discounts (immediate family only) applies in the following order:
 - a. First child pays the full price of the most expensive tuition.
 - b. Other additional family members will receive 20% off the lesser tuition.
- ❖ Multi class discount:
 - a. First class, of the higher rate, will be charged full price
 - b. Second class, of the lesser tuition, will be charged 50% off
- ❖ Active Military Discount (immediate family only)
 - a. 15% off for the first child tuition
 - b. 10% off other additional family member's tuition

6. Credits and Refunds:

- ❖ If you would like to discontinue your enrolment for any reason, you must fill out a "Drop Form" at least 3 weeks prior to the beginning of the new quarter or semester or you will be charged. We have waiting lists for many of our classes and would like to notify the families waiting to fill available spots.
- ❖ No refunds are given for tuition or registration fees.
- ❖ If you missed classes due to an illness or injury and you have a valid note from a physician, the tuition for those missed classes will be credited to the next quarter or semester. There are no refunds.

7. Make Ups

- ❖ Missed classes (due to personal reasons, holidays or weather cancelations) may be made up as long as there is availability in the class of the same age and level. There will be no credits.
- ❖ We will work hard to accommodate you, but we do not guarantee a make up due to our full class schedule.
- ❖ Make ups must be scheduled in the office at least 1 week in advance and the student must be currently enrolled in our program.
- ❖ Classes will not be prorated or credited in the next quarter or semester.

- ❖ Make-ups may be transferred to other siblings enrolled in the program but may not be credited towards tuition.
- ❖ G.A.B. might also hold an extra make up class or open gym day for your convenience.

8. Class Change

- ❖ We understand that your daily schedule can change and will gladly accommodate class change requests within the same program as long there is availability in the class of the same age and level.
- ❖ If a class change request is due to progression from level to level, you must bring a note to the office signed by the child's instructor or a program director. Our office personnel will assist you with the class change and the price adjustment.

9. Class Cancelations

- ❖ All cancelations (snow or other major storm events and holidays) will be posted on our website and recorded on the gyms answering machine. It is your responsibility to check our website www.gymnasticacademyofboston.com or call the office at 508-695-2600, a half hour prior to your scheduled class, as the cancelation can quickly change.
- ❖ If schools are closed for the day it does not mean that G.A.B is closed. If we stay open this is not an indication that the roads are safe. Please use your own discretion when deciding to come to class. Remember, you may make up any class you miss because of weather.

10. Drop off and Pick up

- ❖ For the safety of your child, children are not allowed to be dropped off or wait outside the building for their rides. Please escort your child into the building for drop off and come inside the building to pick up at the end of class.
- ❖ If you are running late for pick up, please call the office and let us know. We will pass the message on to your child and the child's instructor.
- ❖ If a parent is not present 5 minutes after the scheduled pick up time the office personnel will call both parents/guardians cell phones.
- ❖ If the parents/guardians are unable to be reached, the first emergency contact will be called.
- ❖ If we are unable to reach anyone (related to the child's family) 1 hour from a scheduled pick up time the local police department will be called for further assistance.
- ❖ Please, inform your child and our office personnel if another guardian will be picking up your child on different occasions.

Your child's safety is our priority. Thank you for understanding.

11. Attire

Dress to participate

All students participate in bare feet or special gymnastics shoes.

- ❖ Girls must wear leotards (elastic waist shorts over leotards are ok). Nothing too loose and please no skirts on leotards.
- ❖ Boys should wear athletic clothing such as t-shirts/tank tops tucked into shorts/sweatpants.
- ❖ Jewelry such as necklaces, rings, bracelets and dangling earrings should not be worn during any sporting activity. Long hair must be tied back.

12. Lost and Found

- ❖ On Monday morning, our facility is cleaned out of all of the clothing, coats, shoes etc. and it is put in a Lost & Found box in the back of the waiting room area by the exit door.
- ❖ The belongings in the box are brought to Goodwill every 1st & 3rd Sunday of each month.
- ❖ If you feel your child has left an article of clothing at our facility, you are welcome to look in the box.
- ❖ Students should not bring jewelry, electronics or any other valuables to our facility.

- ❖ Gymnastic Academy of Boston is not responsible for lost or stolen items.

13. Food policy

- ❖ G.A.B. is a Nut Aware Zone. Please, visit our website or stop by the office to pick up a copy of “G.A.B. Food Policy” on nut awareness.
- ❖ Only water and pure flavored water are allowed in the gym.
- ❖ Gum, colored drinks or any food items are **not allowed** in any of the workout areas in our facility.

14. Gym, Parents & Safety Rules

- ❖ Please be on time. Tardiness can have a negative impact on the injury prevention process due to the fact that warm up and stretching is missed.
- ❖ Before a class begins all students must wait in the waiting room or upstairs in the viewing balcony until an instructor comes and calls them onto the gym floor for their warm up.
- ❖ Parents and non-participating children are not allowed in the gym or on the equipment at any time.
- ❖ Your quiet observation from the viewing areas is appreciated. If your child has trouble going into class, is injured or needs your assistance with the washroom, you may come in the workout area for the time needed.
- ❖ Parents are asked not to discipline or coach their children from the viewing balcony during class. The coaching staff will deal with any behavior issues and will ask for parental support when needed. By talking to the student during class, you undermine the authority of the instructor.
- ❖ Parents/siblings are more than welcome to observe students during their class from the upstairs viewing area. Children 12 years of age and under must be supervised by a parent at all times in the upstairs area for the safety and comfort of everyone upstairs.
- ❖ There is no communication allowed between the student and parent during the class.
- ❖ Chairs are **not allowed** to be moved by the balcony wall, to stand on, at any time for strict safety reasons.

15. Pro Shop

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

16. Suggestions & Complaints

- ❖ If you ever have a question, compliment or suggestion, please see the office staff. They will review the situation and put you in touch with the correct personnel (the instructor, program director, manager or the owner).
- ❖ We thrive on being the best in what we do. We love your compliments but we must know the complaints as well. We are here for your children and we want to be the best. Your input is important to us. We also have a “Costumer’s” box at the front office desk for notes and suggestions. We understand that no business is perfect and we are always looking for ways to improve.

Please take this home with you to keep it as a reference. Gymnastic Academy of Boston wants the best possible gymnastics 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.

G.A.B Personnel