

Policies and Procedures

TWELVE SESSIONS PER YEAR

- Our sessions are on a calendar month.
- Tuition Fees are based on a 4 week month (48 weeks per year). There will be months you get 5 classes, months you get 4 classes, and months you get 3 classes, but will average to approximately 4 classes per month over a full calendar year.
- The gym will be closed for two weeks during the summer; once during July and once during August. During the July closing of classes we will offer preschool, progressive, and competitive team camps. Watch for details on our website, calendars and weekly reminders regarding these special opportunities.
- Make-up of a missed class (weather cancelation, sick child, vacation, etc.) is permitted. See "ABSENCES AND MAKE-UP" policy for details.
- We understand that other priorities may require you to leave our program, however, we do require a **two week emailed notice to info@flipntwist.com**. Please note: if a **two week emailed cancelation notice** is not received, your credit or debit card on file will be charged for two weeks of tuition.
- Current students will automatically be enrolled in their current class(s) the next month unless we have received **a two week emailed cancelation notice**.

NEW STUDENTS

- Payment for class and annual membership fee is required to be paid at the time of registration.
- Tuition and annual membership fee are non-refundable.

PAYMENT TERMS

- Tuition fees are due on the 1st of each month.
- ***Each family is required to have a valid credit or debit card on file.***
- Any account balance not paid by the 5th of the month will be assessed a \$10 late fee and the credit or debit card on file will be charged the account balance plus late fee. Payment not received by the 15th of the month may result in your child being dropped from Flip n Twist Gymnastics, LLC classes and you will still be responsible for 2 weeks of tuition fees plus late fee.
- Cash, personal checks, Visa, Mastercard and Discover are accepted. Any returned check will be assessed a \$30 fee.
- **Tuition and annual fees are non-refundable.**
- Auto payment is offered via your credit or debit card on file and will be processed on approximately the 1st of each month.
- Cancelations: An **email notice (info@flipntwist.com)** of cancelation is required 2 weeks prior to the end of the month to allow new students to take your child's spot. Please note if a 2 week notice is not received via email, you agree to allow Flip n Twist Gymnastics, LLC to charge your credit or debit card for two weeks of tuition.
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ANNUAL FAMILY MEMBERSHIP FEE

- The annual membership fee is \$45 for a family and \$35 for a single membership. Fees are non-refundable.

FAMILY DISCOUNT

- A 10% multi-student discount is given for immediate family members. The student with the most expensive tuition pays the full tuition fee and all other students' tuition fees are discounted 10%.

ABSENCES AND MAKE-UPS

- Tuition pays for your child's spot in her/his class. However, as a courtesy, we offer a make-up class when and where doing so does not interrupt the safety or quality of our classes.
- Scheduling make-ups is the responsibility of the parent/guardian. No monetary reimbursement is available for classes not made up. **Please call the office at 513-942-4435 to schedule your make-up class.**
- No make-up classes can be carried over to the following month unless approved by a director. If the missed class occurs during the last week of the month, you will be permitted to make up the class during the following month provided you have signed up and paid for class(s) the next month.
- In the unfortunate event your child is injured outside of gymnastics at Flip n Twist Gymnastics, LLC, refunds will not be given and the class make-up policy will be adhered to.
- If a make-up is scheduled and your child is not able to attend, the gym must be notified 24 hours in advance or the make-up will be forfeited and cannot be rescheduled.
- Holiday absences may be made up in advance of the holiday if within the same month. The same applies to absences due to personal conflicts known in advance.
- When scheduling a make-up class, please call 513-942-4435 and schedule your class in advance. If you need to cancel, please call and notify us 24 hours before your scheduled make-up class. If you do not cancel, you forfeit your make-up class.

DROP OFF AND PICK UP OF STUDENTS

- When dropping off students for class, it is our policy to not allow students to wait outside the building unless the student is of driving age.
- If parent/guardian is going to be late, please call the gym so the child can be notified and wait in our lobby area.

SAFETY POLICY

- **Please be on time for your child's class. The warm-up is an essential part of the class.** This time allows our instructors to take attendance, work on stretching and flexibility, prepare the muscles for activity, introduce concepts or skills they will work on, etc. Our instructors encourage you to arrive early for class. This is a great time for your child to use the restroom.
- If your child has long hair, please make sure it is pulled up so it is not in their face. It is a safety concern for you child to enter the gym with hair that is long and not pulled back.
- Students are **NOT ALLOWED** in the gym at any time without an instructor. Students not enrolled in a class may not enter the gym or use the equipment.
- The play area in the lobby is for siblings who are not taking class. Please help keep Flip n Twist Gymnastics, LLC a safe environment by closely watching younger children/sibling in our lobby area.

WEATHER CANCELATIONS

- In the event that it becomes necessary to cancel classes due to inclement weather, we will post a closing announcement on our website (flipntwist.com) and on our Facebook page.
- If you have any question whether we are open, please call the gym at 513-942-4435.