



Welcome to North Valley Gymnastics. We are delighted that you decided to make us part of your family each week. North Valley has been in existence since May 2008. Here is some important information about our policies and procedures.

CLASSES

We are month to month and you can join at any time. If you join in the middle of the month, we will pro rate your tuition. We do not have gymnastics "sessions." You are enrolled in that class until you complete a withdrawal form and bring it to the front desk. There will always be 4 classes in a month. You must withdraw before the 20th of the current month in order to avoid additional fees for the upcoming month.

PAYMENT POLICIES

- Payment is due by the 1st of the month. If tuition is not paid by the 7th of the month, a late fee will be applied to your account. If tuition is not paid by the 14th of the month, your child will be dropped from class(es).
- Payment can be made via cash, check or credit card. For your convenience we offer auto pay. We also offer a Customer Login Portal from our website that can be used to make payments on-line.
- Annual registration is due every 12 months from your enrollment date.

ATTENDANCE

- When you register for a class, you are paying for your child's **place in class, NOT THEIR ATTENDANCE.**
- We cannot be responsible for your child's attendance. We do not pro-rate, refund or carry forward fees for classes missed.
- If your child is more than 15 minutes late for class they will have to schedule a make-up. It is dangerous for your child to join a class that has already warmed up and stretched out and as a result, late arrivals will not be able to attend that class.
- Please bring your child to class prepared with their hair pulled back and in the proper gym attire (no loose clothing or dangling jewelry). No socks, tights or shoes please!

MAKE-UP CLASSES / NO SHOW

We do not promise or owe you make-up classes unless **we** cancel the class. However, if room is available in another class of the same level, you may make it up by calling and scheduling a make-up class. The following conditions apply to make-up classes:

- If you are not a current student, you CANNOT do make-up classes.
- Make-ups can be scheduled with the front desk once the child has missed their class. Walk-ins will not be allowed.
- We reserve the right to cancel a make-up if the class fills before the date of the make-up class.
- Make-ups may be scheduled up to 7 days in advance and must be completed within 6 weeks of the missed class.
- When a make-up class is scheduled, we consider it made up whether you attend the class or not. When we book you in the class we are denying that space to another person for that day. A maximum of 2 make-ups are allowed per month.

PARENT OBSERVATION

- Parents are welcome to watch from our upstairs viewing deck or the small viewing area downstairs. Please never leave children, who are not in class, unattended.
- Please DO NOT let your children play on the stairs, run back and forth across the viewing deck or practice gymnastics on the viewing deck.
- If parents choose not to stay and watch practice, they are EXPECTED to come INSIDE and pick up their children after class. It is NEVER acceptable for a child to leave the building without a parent. It is imperative that you discuss this rule with your children.

ADVANCING LEVELS

There is a set criterion for each class level. Once the student has mastered the skills on all events for a particular level, the coach will issue a certificate to move to the next level. The parent should take the certificate to the front desk in order to transfer the student into the new level. Advancing levels is done individually. Factors that affect advancement are physical abilities, body composition (size, strength & flexibility) attendance, and how often the student takes class. The classes will be evaluated periodically and you will be notified when the evaluation period will begin. If you have questions about your child's progress, please feel free to talk to the coach.

EXTRA ACTIVITIES

- **BIRTHDAY PARTIES** – We offer birthday parties for your child in the gym. Please stop at the front desk to pick up a flyer for details about how to book your child's birthday extravaganza!
- **SUMMER, WINTER, and SPRING BREAK CAMP** – We offer summer camp every summer, winter holiday, and spring break. Please stop by the front desk for information about our summer camp.