



# Old Pueblo Gymnastics Academy Recreational and Developmental Program Policies/Procedures

Thank you for choosing Old Pueblo Gymnastics Academy! If you have any suggestions or comments regarding our programs, please don't hesitate to contact us at 520-628-4355.

## Class Registration and Space Reservation Requirements

1. In order to formally reserve a space in any class, a completed enrollment form, parent signed waiver, parent signed COVID waiver, full tuition payment and current membership is required. If any piece is missing, we cannot reserve your space.
2. An open space can be held for up to 24 hours in order to give families time to meet reservation requirements listed above.
3. Class availability is based on a first-come, first-served basis. If there is no room in the class you desire, your child will be put on a waitlist. Priority is given to current students who are moving up, families with a COVID credit from 2020, then those at the top of the waitlist.
4. When a class has an opening, a computer generated email will be sent to the family who is next on the wait list. The family will have 24 hours to get in touch with the front desk to confirm they desire the space. An additional 24 hours is given to the family to secure the space with payment and forms.
5. Classes are conducted based on a minimum enrollment of three students at any point during the session and are subject to cancellation or consolidation with another class if the minimum enrollment is not met.
6. We make every effort to have a consistent instructor for each class for each eight-week session. We cannot guarantee that an instructor will not have an absence, personal schedule change, or re-assignment. We can, however, guarantee that a qualified OPGA instructor will teach your child's class. You may cancel your class reservation if this happens and you are not satisfied. A refund or credit of your remaining classes (beginning with the following week's class) will be granted and the administrative fee waived. A credit/refund request form must be completed and received/acknowledged by the front desk staff.

## Payment Policies

Old Pueblo Gymnastics Academy's class enrollment is based on an eight-week session. In order to keep your child's space in their current class, tuition for an upcoming session must be no later than **during Week Seven** of the present session. Students will be dropped from their class for the following session to make room for new students if payment is not received by the end of the work day (1:00 p.m.) **on Saturday of Week Seven**.

Payments accepted are: Cash, check and Visa/MasterCard/Discover/American Express via InvoiceASAP or card present at the front desk. We do not accept payments over the phone, but we can send an electronic invoice via email (InvoiceASAP).

A \$30 processing fee will be added to all returned checks.

OPGA does accept ESA / Class Wallet payments for any OPGA service. Families are required to request their invoice with the added 3% fee far enough in advance to allow time for Class Wallet to process the transaction in time to prepay for all services. Families using Class Wallet must create their personal account and choose OPGA as the vendor. All Class Wallet and ESA invoices will include an extra 3% to cover the administrative costs that Class Wallet deducts from the transaction.

## Annual Membership Fee

The annual membership fee is applied toward gymnast liability insurance costs and is not discounted, prorated or refundable. The fee is due upon initial enrollment and on your child's anniversary date, thereafter.

## Discounts

- Discounts are applied to tuition for regular classes only. Other already discounted programs (i.e., Homeschool and private group classes) do not receive any discounts.
- Military, TPD and TFD families receive a 10% discount on regular class and team tuition. A current active ID must be presented. This discount is applied after sibling and multiple class discounts.
- When more than one immediate family member is enrolled at the same time, the most expensive tuition pays full price. All lesser tuition is discounted 15%.
- When enrolled in multiple classes within the same session, the most expensive class will be at regular price. All additional classes will be discounted at 15%.

## Refunds and Credits

In order to cancel your class reservation for any reason you must notify us at once in writing by completing a "Request for Credit / Refund" form. Once this form is received, we will remove your child from the roster and issue a credit or refund, minus an administrative fee (\$15 for account credits and \$25 for refunds). The credit or refund will be based on the number of classes remaining in the session, starting the week following our receipt of the written request.

If more than one child is enrolled and the family received a sibling or multiple class discount, the discount will no longer be applied. The difference will be prorated and subtracted from the refund/credit.

Credits must be redeemed within two calendar years of issue. Credits may be transferred to another family if the request is made in writing to the owner.

**100% Money Back Guarantee for families new to Old Pueblo Gymnastics Academy:** Upon completion of your first session, if you are not entirely happy, Old Pueblo Gymnastics Academy will refund 100% of your tuition for that session. A "Request for Credit / Refund" form must be completed.

## Trial Classes

•  
There is a charge for trial classes to save the space for that date only. Trial classes must be scheduled in advance to ensure that space will be available for the child for that day. Scheduling a trial class does not "save" a space in class for your child on the roster for the rest of the session. It only guarantees that your child will get to try the class on that date. Prepaid trials in classes with availability will "hold" the space in the class through the end of the trial date. Once your trial is over you must communicate with the front desk regarding your intentions. We cannot hold the space past your trial date. To reserve a space on the roster, membership and tuition for the remaining classes in the session must be paid in full within 24 hours of saving the space.

## Make-Up Procedures

Tuition reserves your space in class regardless of your child's attendance. As a courtesy, Old Pueblo Gymnastics Academy offers a make-up class once per session for regular classes. Classes that are already deeply discounted (Homeschool and private group classes) do not have make-ups because these classes have special registration rules. Make up classes must be done during the same session as the absence and can be made ahead of time if the absence is scheduled. In the event of an absence during the last week of the session, a make-up into the next session will be permitted during the first week of the next session. All make-up classes must be scheduled through the front office to ensure that classes are not overloaded.

Students who are scheduled for a makeup will be placed in a class which is the same, or most similar to, class the student is currently enrolled in. They will also be placed in a class where they will not affect the safety and class experience for those who have paid for that class. We reserve the right to refuse a make-up when we feel it will affect the integrity of the class.

## What to Wear and Bring to Class

- ☑ Girls should wear a leotard or snug shorts and tank top / Boys should wear gym shorts and a t-shirt.
- ☑ Long hair must be tied back.
- ☑ Jewelry and socks (too slippery on equipment!) are not allowed.
- ☑ All personal belongings should be labeled with student's name and placed in a cubby during class.
- ☑ Parkour participants wear closed toe shoes/sneakers.
- ☑ Due to the current health situation, kids (ages five and older) should bring their own face mask wear a face mask and bring a water bottle labeled with their name.
- ☑ Parents / adults attending the Jumpin' Jackrabbits class are expected to bring their own face mask and wear it inside the gym area while on the floor with their child.

## Responsibilities of Parents

- ❖ Due to the pandemic, we are asking parents to escort their child to the drop off area to prevent congestion in the lobby.
1. Parents of preschool-aged students are expected to remain on gym property and escort kids to and from their vehicle. Do not allow kids to run between cars or across the parking lot.
  2. Waiting parents and adult caregivers are allowed on the gym floor only if their kids are enrolled in a parent/tot class or attending a preschool skills clinic. Staff members are available to escort kids to and from class on the floor, if necessary.
  3. When participating in a parent/tot class, only one parent / caregiver is permitted on the floor at a time.
  4. Parents must actively supervise non-participating children in the lobby at all times.
  5. If a parent has any concerns about their child's class, they should communicate with the instructor first and the front desk next. A conference or phone call with instructors may be requested in an effort to avoid distracting them during class time or preparation time. Individual Program Directors are to be contacted if working with the instructor does not improve the situation.
  6. Parents should drop their kids off to class on time or call ahead to the front desk if they are running late. If no gymnasts arrive to class, the coach will be released after waiting 15 minutes.
  7. Parents are expected to pick up their children when they are dismissed from class. We will contact parents if they are late. Parents who are continually late, or cannot be reached, may be asked to withdraw their child from class.

## Parking Lot, Gym and Lobby Rules

1. Students must remain inside the facility unless escorted outside by their parent / caregiver or by their coach to meet their parent / caregiver.
2. Only registered students are allowed on the gym floor. Parents / caregivers, siblings and friends must wait in the lobby.
3. Parents are allowed on the floor for the parent/tot class (Jumpin' Jackrabbits) and preschool skills clinic only.
4. No food, drinks or gum are allowed in the gym area.
5. No "horseplay" in the gym or lobby.
6. Use of electronics in the lobby is permitted as long as they are on "mute" or head phones are used.
7. Sorry, due to liability and allergies, dogs are not allowed in the lobby or in front of the gym, unless they are service dogs.
8. Kids must be kind and respectful to each other. Kids who are not kind will have their parents contacted. They will receive a verbal warning the first time and will be sent out of class for the day if their behavior does not improve. Make-ups and refunds/credits are not given to families who have kids sent out of class.
9. Parents who need to speak to their child or the coach during class should ask the front desk person for assistance. Parents should not walk out onto the floor.

10. Students who are dropped off for class must be dropped off directly in front of the building entrance. Do not allow children to run across the parking lot.
11. Students and non-participating siblings may not play in the parking lot.

## Moving Up

In every class, there is a "Star Chart" with all the kids names on it. This chart lists all of the skills the kids need to accomplish at each event (For GIRLS – Floor, Beam, Bars, and Vault. For BOYS – Floor, Vault, High Bar, Parallel Bars, and Rings). Once your child has completed 80% of the skills at each event, then they are eligible to move up to the next level once signed off and approved by the Program Director. At any point if you are interested in how your child is doing, you can take a look at their progress by downloading our skills chart app to your phone, table, or computer. (See details in the next section "Skill Tracking" below.)

## Skill Tracking

Parents can keep track of their child's progress by downloading our skills chart app to their phone, tablet, or computer. Please ask the front desk for instructions regarding the skill chart app.

## Camp Registration Policies

- A minimum enrollment of five kids is necessary to make camp happen each week for both a.m. and p.m. camps. If the minimum numbers are not met the week prior to the first day of camp a full credit or refund will be given.
- Open spaces can be held for 24 hours to allow the parent time to submit an enrollment form, liability waiver, covid waiver, camp registration form and payment.
- When siblings are enrolled simultaneously, a sibling discount will apply. Cancellation of camp for any sibling may result in this discount being removed from payment. The balance will be deducted from any credit or refund applied for.
- Fundraiser camps, such as our Veterans Day Camp, are non-refundable.
- All camp cancelations and changes must be done in writing via the camp cancellation form (online). This is to ensure there is no miscommunication.
- There are no refunds for any camp after the registration deadline has passed. After the camp registration deadline, payments may be credited toward your account only if we are able to fill the camp space. There is an administrative fee of \$15 per child per number of weeks of camp cancelled. A credit request form must be filled out in advance of the cancellation to be eligible to receive credit. The camp deposit will be lost if we are unable to fill the canceled space, or if we are notified after the absence has already happened.
- Any changes / additions / deletions made to registration must be made on the original registration form and done in person or in writing, not verbally. Please check personal and school calendars before making a deposit for camp.
- SINGLE DAY reservations: Full payment for single days is due upon registration to reserve camp space.
- FULL WEEK reservations: 50% down payment of camp tuition is due upon registration to reserve space for FULL WEEK reservations. **The balance of each week of camp is due before the first day of each respective week of camp.**
- Parents are required to come inside and sign in their child(ren) and identify the pick-up person each morning. Do not drop off your child in the parking lot.
- Maximum daily enrollment is based on coaches available.
- Photos taken may be used for advertisement purposes.
- T-shirts are for kids who sign up for full week camp before the registration deadline for the Early Bird rate. T-shirts are distributed the Thursday of the first week of camp the child attends. One t-shirt per child.
- Parents will be called to pick up a child who is jeopardizing the safety or camp experience of others.
- Kids who are not picked up on time may be denied future camp attendance.
- Parents should call in immediately if their child is expected to be absent for any reason so we can fill his/her space and offer a credit (credit request form must be submitted).

## **Birthday Parties**

Birthday Party spaces may be verbally reserved for up to 48 hours to give the parent time to complete the Birthday Confirmation form and pay the deposit. If the birthday party is canceled, or the time block changed, the deposit cannot be credited or refunded unless we can fill the canceled birthday slot. Birthday party time blocks cannot be altered without the written consent of the owner.

## **Private Lessons**

Private lessons are scheduled via the online request form on our website. If a coach's schedule and expertise fit the request, the coach will personally contact the parent directly to set up the lesson. Private lessons may only be scheduled during the time blocks listed on the website/flier. Membership must be current and lessons must be prepaid. Parents, siblings, and friends are not allowed on the gym floor during private lessons for liability reasons.

## **Parent's Night Out**

Parent's Night Out spaces must be paid for in advance to guarantee a reservation. Space may be reserved for 24 hours to allow the parent the time needed to submit an enrollment form, liability waiver, Covid waiver and payment. In the event of a cancellation, parents must contact OPGA before 1:00 pm on the Saturday of PNO in order to have their payment credited to their gym account. Last minute cancellations after 1:00 p.m. and no shows result in no credit. There are no refunds for Parent's Night Out – only gym credits.

## **Preschool Skills Clinic**

\*\* Skills Clinic is subject to temporary closure or decreased enrollment maximums due to health situations. Please check our website or call the front desk for current status.\*\*

Preschool Skills Clinic is for kids ages five and under. It is drop in only and sign ups begin on the day of the skills clinic. There is a maximum enrollment for safety reasons. One parent / caregiver may accompany one child on the floor. When sign up reaches the maximum enrollment, skills clinic will be closed to further sign ups. Once a child is signed in and paid for, there can be no cancellation for refund or credit. Kids who are walking are considered old enough to need to be signed in and paid for. Children who are in a child carrier or parent's arms do not need to be signed in and paid for, but should NEVER be placed on the equipment or floor for liability reasons.

## **Parkour Jam Sessions & Tumbling Skills Clinic**

\*\* Tumbling Skills Clinics and Parkour Jam Sessions are subject to temporary closure or decreased enrollment maximums due to health situations. Please visit our website or call the front desk for current status.\*\*

The tumbling clinic is for kids ages six and older. It is drop-in only and sign-ups begin the day of the tumbling skills clinic. There is a maximum enrollment for tumbling skills clinic and parkour jam sessions. Once the maximum sign-ups are met, no more kids can participate due to safety and liability reasons.

Parkour Jam sessions are for ages seven and up and participant must be at Level 2 or higher.

## **Lost and Found**

There is a lost and found basket behind the front desk. We make every effort we can to contact the owner of anything found with a name or initials on it. All unclaimed items are donated the last day of the session.

## Health Policy

- Should your child contract lice, please keep him/her home and begin treatment based on CDC guidelines. Once treatment has begun and measures are in place at home to treat any other affect persons, the child may return as early as the next day.
- Kids who show symptoms of a fever (100.4+) should stay home until fever free without meds for 72 hours.
- Kids who have had direct close contact with someone with Covid-19 should stay home for 10 days and monitor their health.
- **Procedures for gym entry:** (These procedures may be scaled back as government restrictions loosen)
  1. Kids entering the gym must wash their hands before and after class.
  2. In order to attend class, children may not have a temperature over 100.4.
  3. Kids ages five and up must wear a mask or face covering.
  4. Kids will need to bring a water bottle labeled with their name on it – we are not using the water fountains during Covid.