



# Old Pueblo Gymnastics Academy

## Gym Policies and 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.

### Communication With Families

Communication with families is done primarily through email. When creating an account online, families should enable the "email blast" in order to receive communication from the gym. Additionally, important information and reminders are sent through text and families should also provide a number which can receive text messages. All messages are sent to the primary account holder for the family.

### Class Registration and Space Reservation Requirements

1. In order to formally reserve a space in any class, a legal guardian must first create an account on our customer portal and add any participating children. All waivers and current policies must be accepted for both the family and participants.
2. Class availability is based on a first-come, first-served basis. If there is no space in a class, the child will be put on a waitlist. When a space opens up, first priority is given to current students who are moving up, then families with a COVID credit from 2020, then students who are currently enrolled who need to change schedules and siblings of enrolled children. All other students will be placed on an unprioritized wait list and will be offered spaces in the order of placement on the list.
3. A class may have an opening at any point in time during a session. When there is an opening, a computer-generated email will be sent to primary guardian of the family who is next on the wait list. The email goes only to the primary guardian listed on the account. 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. If we do not receive a reply or payment within the designated time frame, the student will be removed from the roster for that class at the end of the OPGA business day.
4. Annual registration and tuition payment is required within 24 hours of space reservation in order to keep the space.
5. Regular recreational classes are conducted based on a minimum enrollment of three students. At any point during the session a class may be subject to cancellation, or consolidation, with another class if the minimum enrollment is not maintained. Private groups and special needs classes may follow different minimum enrollment rules.
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. When a permanent coach change is made to 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 within 48 hours of receiving notice of a coaching change.

### 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 workday (1:00 p.m.) **on Saturday of week seven**. A drop notice will be emailed to the primary guardian's email address.

Payments accepted are: Cash, check and Visa / MasterCard / Discover / American Express / ESA Debit via our online portal or card present at the front desk. We do not accept payments over the phone.

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

OPGA does accept ESA / Class Wallet payments for any OPGA service if a family is currently participating in this program, but we are not accepting new Class Wallet families for Direct Pay. Currently approved Class Wallet 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 (or submit the request to Class Wallet and forward the email confirmation of payment approval to OPGA to represent a good faith payment). Families using Class Wallet must create their personal account and choose OPGA as the vendor. All Class Wallet invoices are created by the front desk staff and will include an extra 3% to cover the administrative costs that Class Wallet deducts from the transaction. The front desk will send the invoice to Class Wallet families to submit to Class Wallet for payment. Families who are using the ESA debit card or reimbursement program may request a receipt from the front desk to submit for reimbursement or documentation purposes. There is no administrative cost with the ESA debit card or ESA/Class Wallet reimbursement.

Autopayment is available and current financial policies must be accepted online via our customer portal. The autopayment transaction for classes and annual registration will take place after 1:00 on the Saturday of week seven of the session. Families who are using autopay are responsible for reviewing the charges before the autopay transaction happens. Families who do not wish to use autopayment should not check the autopayment box. An email will go out to all autopay enabled families the week before tuition is charged to remind them that they have selected this feature. If a family neglects to uncheck the autopayment box and they are charged for the session and do not want to attend, they may cancel their "accidental" class reservation if we receive notice from them before the start of the session. In this situation a 4% fee will apply to cover the cost of the credit card transaction.

## Annual Membership Fee

The annual membership fee is not discounted, prorated or refundable. The fee is due upon initial enrollment and on the participant's anniversary date, thereafter. There is an individual annual registration fee and family annual registration fee (two or more participants). Adults attending adult classes are also subject to an annual registration fee.

## Discounts

- Active military, TPD and TFD families receive a 10% discount on regular class and team tuition only. A current active ID must be presented to receive this discount and it 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%.
- If two or more children are enrolled on team simultaneously, then the lesser tuition will receive a sibling discount of 20%.
- Class discounts do not apply to adult gymnastics, private lessons or camp.
- Employee discounts are applicable after an employee has been actively scheduled for two months of continuous employment. Please refer to the Employee Handbook for details.

## Refunds and Credits

In order to cancel a class reservation for any reason, a family must notify the front desk at once in writing by completing a "Class Cancellation" form. Once this form is received, the child will be removed from the roster and a refund or gym credit will be issued, 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 do not expire. Credits may be transferred to another family if the request is made in writing to the gym owner.

Families who use Class Wallet and need to cancel class can expect a refund, minus the administrative fee to be mailed to the Class Wallet office where it will be reapplied to their account. Families who submit their Class Wallet Direct Pay request too late for approval to reserve space may be asked to cancel their Direct Pay request and pay with a personal payment method and request a reimbursement from Class Wallet instead. We do not refund personal payments that are made to "cover" Class Wallet while waiting for the funds to arrive.

**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 "Class Cancellation" form must be submitted and received.

## Trial Classes

In order to reserve a date and time for a trial class, the trial must be formally scheduled and paid for in advance. The trial fee is for that specific class, date and time only. The trial fee does not hold the space for enrollment. Trial classes must be scheduled and paid for in advance to ensure that space will be available for the child for that day. Scheduling a trial class guarantees that your child will get to try the class on the date scheduled. At the end of the trial class, it is the responsibility of the parent to communicate with the coach to verify the appropriate level for their child and communicate with the front desk regarding interest in enrolling or being placed on a wait list.

## Make-Up Procedures

Tuition reserves a space in class regardless of a child's attendance. As a courtesy, Old Pueblo Gymnastics Academy offers one make-up class per session for regular classes. Classes that are already deeply discounted (i.e., 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 as long as the student is enrolled. All make-up classes are 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, the 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. OPGA reserves 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 t-shirt / Boys should wear gym shorts and a t-shirt.
- Shoes and personal belongings are left at the cubbies in the lobby
- Long hair must be tied back.
- Jewelry and socks (too slippery on equipment!) are not allowed.
- All personal belongings should be labeled with the student's name and placed in a cubby during class.
- Parkour participants must wear closed toe shoes/sneakers. All others do not wear shoes or socks.
- Students should bring a water bottle labeled with their first and last name.

## Responsibilities of Parents

1. Parents of preschool-aged students are expected to remain on gym property and escort kids to and from their vehicle. Do not allow children 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 child(ren) 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. We expect students to 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 inside 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. Students must be kind and respectful to each other. Students, 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 students sent out of class.
9. Parents who need to speak to their child or the coach during class should ask the front desk personnel for assistance. Parents should not walk out onto the floor.
10. Parents who see other children needing assistance with behavior should notify the coach or front desk.
11. For safety, students who are dropped off for class should be dropped off directly in front of the building entrance. Do not allow children to run across/through the parking lot.
12. Students and non-participating siblings may not play in the parking lot or climb trees.

## Moving Up

If at any point you are interested in how your child is doing, you can look at their progress by logging into your account on our customer portal. There is an online "Skill Chart" for recreational classes for children aged five and older (Homeschool classes and private group classes may not have a skill chart). This chart lists all of the skills the students need to accomplish at each event for their class level. Once your child has completed 80% of the skills at each event and master any "required skills", then they are eligible to be recommended for moving up to the next level. The coach and Program Director must approve the move up and recommend an appropriate class to enroll in.

## Camp Registration Policies

- A minimum enrollment of five students is necessary to hold camp each day of camp for both morning and afternoon camps. If the minimum number is not met by the registration deadline, a full gym credit or refund will be given.

- Open spaces can be held for 24 hours to allow the parent time to submit a camp registration form, ensure waivers and policy status are current, and make full 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.
- Depending on the camp, there may be single day or full week options. Full week registration is discounted and cancellations cannot be made for single days within the full week reservation.
- Fundraiser camps, such as our Veterans Day Camp, are non-refundable.
- 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.
- All camp cancellations and changes must be done in writing by submitting a "Camp Cancellation" form. 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 a family's gym account only if we are able to fill the camp space. There is an administrative fee of \$15 per child per number of weeks (or days, if single day reservations) of camp cancelled. A "Camp Cancellation" 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.
- 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.
- Summer Only: T-shirts are ordered for students who are signed up for full week camp before the Early Bird registration deadline. T-shirts are distributed the Thursday of the first week of camp the child attends. One t-shirt per child, per summer. We will make every effort to make sure late registrations have a t-shirt, but cannot guarantee it will be the same design or requested size.
- Parents will be called to pick up a child who is jeopardizing the safety or camp experience of others. Students who are consistently 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 ("Camp Cancellation" form must be submitted).
- Snacks and pizza are provided by OPGA. If a camp participant has special dietary needs, the parent is welcome to send their child with a personal snack or lunch that meets their preference or needs. Camp tuition will not be prorated or credited.

## Birthday Parties

Birthday Party spaces may be verbally reserved for up to 48 hours to give the parent time to complete and submit 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. Annual registration must be current and parents are expected to stop by the desk to prepay their lesson before it begins. Parents, siblings, and friends are not allowed on the gym floor during private lessons for liability reasons. Pricing for private lessons varies according to the expertise and experience of the coach.

## 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 log in and pay. 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. Payment of the annual registration fee is not required to attend PNO. A student signed up for PNO who does not have current annual registration paid is considered a “non-member”. Non-members do not receive the discounted rate. Non-members must have a current online account with signed waivers and policies.

## Preschool Skills Clinic

\*\* Preschool Skills Clinic may be subject to temporary closure or decreased enrollment maximums in order to meet health and safety restrictions imposed on OPGA by government entities. Please check our website or call the front desk for current status. \*\*

Preschool Skills Clinic is for students ages five and under who are enrolled at the gym, are on a wait list or have a sibling who is currently enrolled at the gym. Participation also requires that their account at the gym is current with signed waivers and policies. The clinic is drop in only and sign up officially begins on the Wednesday prior to the skills clinic. There is a maximum enrollment set for safety and liability 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. No refund or credit will be issued if a family is a no show. Students 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. Preschool Skills Clinic may be canceled if no one is paid for by 10 a.m. Please call to confirm if you are planning to drop in without reserving your space ahead of time.

## Parkour Jam Sessions & Tumbling Skills Clinic

\*\* Tumbling Skills Clinics and Parkour Jam Sessions may be subject to temporary closure or decreased enrollment maximums in order to meet health and safety restrictions imposed on OPGA by government entities. Please check our website or call the front desk for current status. \*\*

The tumbling clinic is for students ages six and older. It is drop-in only and sign-ups begin the Monday prior to 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 additional students may participate due to safety and liability reasons.

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

## Lost and Found

There is a lost and found basket in the front office. We make every effort 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 affected persons, the child may return as early as the next day.
- Children who show symptoms of a fever (100.4+) should stay home until fever free without meds for 72 hours.
- Children and their family members who have Covid, or are exposed to Covid, should follow the current CDC isolation guidelines.

- Participants entering the gym for class are expected to stop at the handwashing station to wash their hands before class.
- Parents should expect an "Ouch Form" to come home with their child if their child is injured (or an injury is suspected) at the gym. The front desk also follows up with parents regarding injuries (and suspected injuries).