



2023 Trinity Academy of Gymnastics General Gym Policies & Information

Registration Fee: (Aerial Arts ONLY) Each student enrolled in the Aerial Arts program pays a yearly membership fee of \$35.00 per student. This fee is renewed every 12 months and is non-refundable.

Family Discounts: Family discounts are given to families with multiple children enrolled in Trinity programs (excluding Aerial Arts). The second child receives 10% off, the third and any remaining children receive 20% off. The highest percentage is taken off the class with the lowest monthly rate. We offer 10% law enforcement/fire and military discounts as well.

Referral Program: Families who refer extended family or friends to Trinity Academy of Gymnastics receive a \$10.00 credit on their account toward any service offered at TAG. Simply ask the family to mention your name when they enroll. There is no limit to the number of families you can refer. One \$10 credit will be awarded per referred family. Coupon or discounted enrollments are excluded. Share the joy of gymnastics, tumbling and parkour by recommending Trinity Academy of Gymnastics to your family and friends!

Communication: We believe communication with our gym families is critical. Please make sure we have your “most viewed” email address on file—NOT your “junk” email that you never look at! Although we typically email you only once a month in the form of your “Monthly Tuition Statement with News Updates,” we will also email you in the event of a class cancellation due to inclement weather or coach absence, or if the class you are waiting to enroll in has an opening!

Other forms of communication we use include the scrolling “News ticker” on the Home Page of our website (www.trinitygymnastics.org), posts on our Facebook page, announcements on the Front Office Window/Parent Area TVs and in time sensitive or last resort situations--text messaging. Stay informed—we make it easy!!

Classes: Students may enroll at any time during the month if there is space available in the class. If applicable, a new student’s first month of class will be pro-rated. Proration is available for new members only. Any class changes must be requested through the Parent Portal, via email or through the Gym Office.

Early Drop-off or Late Pick-Up: Students should arrive no earlier than five minutes before their scheduled class. Please pick your student up on time. Trinity does not take responsibility for any children left unsupervised before or after classes or events. We reserve the right to assess a fee of \$5.00 per 15 minutes for children remaining at the gym unsupervised before or after a scheduled event/class. You agree to pay this fee upon your arrival to collect your child. Be mindful that we are required by law to contact the authorities if no authorized adult can be reached within one hour of the class. Always keep your contact information up to date and always call our office if you are going to be late.

Tuition & Payment: **Trinity requires all families to always have a current credit or debit card on file.** You may add/manage your card information through your Parent Portal. When providing your required billing information, you authorize secure storage of your payment information and grant permission for the gym to charge your credit/debit card for any fees due but unpaid by the first of the month.

Tuition is charged on a month-to-month basis. Our “sessions” run from the first day of the month to the last day of the same month. *All classes are continuous and reoccurring. All students therefore are automatically re-enrolled month after month and families will be billed monthly until parents request a “drop”* through the Parent Portal OR through the gym office in writing via email. This saves you from having to remember to re-enroll your child each month!

Tuition for the first month is due at the time you enroll your child for class. Then going forward, all actively enrolled families receive a statement on or about the 10th of each month for *the following month’s tuition*. Tuition for the following month is due seven days later, on the 17th. You may pay your tuition any time between the 10th and the 17th through your Parent Portal, or by calling or stopping by the gym office. If your account is not current by the 25th of the month however, your student may be bumped/dropped from their class for the following month.

Trinity offers a convenient Autopay Program to all families as a safeguard against your child losing their spot in class due to late payment. Autopay runs on the 17th for the following month's tuition to assure your child's spot in class. If your card is declined, you must bring your account current by the 25th of the month to avoid being bumped or dropped. It is your responsibility to keep your card on file current. We accept checks, MasterCard, Visa, and Discover. Returned checks will be subject to a \$30 service fee.

Make-Up Policy: Trinity Academy of Gymnastics has one of the best make-up policies in the area! Our gym utilizes a Make-up Token system. Excused absences may be submitted through your Parent Portal under the "Future Absences" section located under your student's initials in the "My Account" section of your Parent Portal.

All expected absences submitted through the Parent Portal, emailed, or called into the office PRIOR to the start time of the missed class will receive a make-up token. Failure to notify us of an expected absence prior to the start of the class will result in the student losing the ability to make-up that class.

- Make-ups can be scheduled through the Parent Portal, the gym office, or be requested via email.
- All make-ups must be approved by the office in advance. We are unable to schedule make-ups on a "Drop In" basis.
- All make-up tokens expire after 120 days.
- Make-up tokens must be used while the student is actively enrolled in a class at Trinity. If a student having active make-up tokens drops their class for a time, their make-up tokens will go dormant and be unavailable for use. If the student reenrolls in class before the dormant tokens expire, they will once again become available to use.
- Make-up tokens MAY NOT be used in lieu of tuition. Make-up tokens have no monetary value and will not be "refunded".
- If it is not possible to schedule a make-up class, we will provide you an open gym pass.
- Team members and team track members (Hot Shots and Pre-Team) are not eligible for make-ups tokens.

If your child cannot attend their scheduled make-up class, please request an excused absence through the Parent Portal or call the gym office PRIOR to the class.

If a make-up is scheduled and the student is a "no show", the make-up will be considered used. No tokens will be reissued for make-up classes that are missed.

Drop Policy: To discontinue a class at Trinity Academy of Gymnastics, you must submit a drop request through your Parent Portal or send your request to the gym office via email (even if you call or stop by the gym office). **We must have your drop request in writing.** If you choose to email rather than use the Parent Portal, send your drop request to admin@trinitygymnastics.org. Drops should be requested at least two weeks prior to the beginning of the next session (the first day of the next month.) Unless otherwise requested, drops are put in as of the end of the month. If your child can not attend the entirety of their last month, make-up tokens or open gym passes will be issued. The tuition of the month in which the drop occurs WILL NOT be prorated.

Refunds: Just like college, your tuition pays for a class spot regardless of attendance. Missed classes will not be credited or refunded under any circumstance. You are responsible for the tuition for the entire month regardless of attendance. Refunds due to illness or injury will be considered on a case-by-case basis.

If you have been billed on AutoPay but choose not to attend the following month, you have ten days to notify the office (by the 27th) to be refunded your tuition (less any processing fees charged to the gym for your payment by our merchant services provider). Notifying the office of a drop after that ten-day window (17th-27th), but prior to the start of the next month (session) will result in a tuition credit to your Trinity ledger. No refunds will be issued once the next session (month) begins. Partial tuition credit to one's Trinity ledger may or may not be offered.

Winter Break/Summer Break, Tuition, and the Calendar Year: Trinity charges tuition based on a four-week month. Several months during the year your child will receive five weeks of lessons for the price of four. Subtracting our Christmas Holiday Break in December and our Summer Break in July, students receive 50 weeks of lessons while only paying for 48. In other words, a year-round student will receive two free weeks of lessons thus tuition is not prorated for December or July and make-up tokens are not issued for these two closures.

Holiday Closures: Trinity Academy of Gymnastics will be closed the following days: Make-up tokens are awarded to all students affected by these closures.

Good Friday
Holy Saturday
Easter

Memorial Day
4th of July week (Summer Break)
Labor Day

Halloween (after 2:00pm)
Thanksgiving Day (and the Friday after)
Christmas Holiday Break 12/24-1/1

Other Closures: Trinity may occasionally need to close for the safety of our staff and students due to inclement weather, power outages or other situations outside of our control. Make-up tokens will always be offered in these situations. Closure notifications will be posted on the TAG website, the gym's Facebook page and sent via email.

What to Wear/Bring/Expect:

Dress your child in comfortable clothing. For boys: "Stretchy" shorts or sweatpants and a t-shirt are fine. For girls: "Stretchy" shorts or leggings and a t-shirt or a simple gymnastics leotard are fine. No leotards with "Tutus" please. Avoid clothing with snaps, zippers or buttons. Avoid large baggy clothing or clothing with dangling strings, beads, or similar items. Only footless tights should be worn. No special footwear is required for gymnastics, tumbling or aerial arts as the children will be barefoot in the gym. **Parkour students:** please bring gym shoes to use on our WARPED WALL! **Aerial Arts students (Silks & Lyra):** please wear 3/4 or full-length athletic leggings along with a form-fitting, long-waisted t-shirt or tank top.

Tie back any long hair securely in a simple ponytail. Students should not wear bows or other large hair ornaments that may cause discomfort during activity.

Jewelry should not be worn during class. (Tiny stud earrings are permissible). Please leave all jewelry articles (bracelets, watches, necklaces, large earrings, etc.) at home. Trinity Academy of Gymnastics' staff is not responsible for any items that may be lost or stolen. All students' personal items should be marked clearly with their first and last name.

Bring a water bottle marked with your child's name. They will get thirsty!! Juice, athletic, or energy drinks are not allowed in the gym. For safety reasons, students are not allowed to chew gum, use cough drops or eat candy or other food in the gym.

Bring a backpack to hold your child's personal belongings such as socks, shoes, ...etc. They will be putting it in the storage cubbies located in the Parent Area.

Wait in our Parent Area for the coach to call the class into the gym. Please make sure your child uses the restroom before class. You will pick your child up at this same entrance after class. You may sit in our Parent Area and watch the fun!

Sickness & Open Wounds: For the safety of our coaches, students, and staff: if your child has experienced any health concerns including but not limited to fever, cough, runny nose, sore throat, lice, pink eye, etc., within the previous 24 hours OR has a wound that may reopen, **PLEASE do not bring him/her to class!** All minor open wounds (e.g., warts, small cuts, or scrapes) must be covered with a bandage and athletic tape or sock.

Changes: Trinity reserves the right to change and or cancel classes, programs, or instructors as well as policies or pricing at any time. Continued enrollment and attendance shall signify acceptance of any policy changes.

Training Champions In Body, Mind & Spirit
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