

# IGM Gymnastics (Revised July 2014)

## Recreational Program Policies



**Enrollment Requirements:** Annual registration form and waiver must be filled out and signed by a parent or legal guardian for each student before they are able to participate in class (one form per family).

**Annual Registration Fee:** A \$35/child or \$50/family annual non-refundable registration fee is due each year from all new and returning members. Renewal of this fee is due in September of each year. Waived for the months of June – August.

**Enrolling Mid-Month:** A student may begin at any time. The monthly tuition will be pro-rated accordingly.

**Payment Options:** IGM accepts cash, personal checks, and offers credit/debit card auto-pay. Card types accepted in person and online are VISA, MasterCard, and Discover.

**Payment Due Dates & Auto-Pay:** We require your timely payments to maintain the financial state of IGM and appropriately compensate our staff. Therefore, monthly tuition is due by the 1<sup>st</sup> of each month. All families are required to provide a debit/credit card to keep on file. At any time, you may enroll into our auto-pay program to grant IGM the permission to charge your debit/credit card for class fees on the 1<sup>st</sup> of each month (and/or at the time of enrollment). If you do not wish to sign-up for auto-pay, you are welcome to make payment in person or online prior to or on the 1<sup>st</sup> of the month via cash, check or credit card.

**Outstanding Balance Dues:** If you are not signed up for auto-pay, IGM will process the debit/credit card that we have on file if your account is not paid by the 5<sup>th</sup> of the month for any outstanding monthly tuition balances on your account plus a \$10 late fee. Please check the drop request section below for information regarding enrollment cancelation and termination of credit card authorization.

### Insufficient Funds & Late Fees:

- **Checks:** Should a check be returned to IGM for insufficient funds, your account would be charged an additional processing fee of \$35.
- **Late Fee:** If payment is not received on or before the due date (1<sup>st</sup> of the month), IGM Gymnastics will initiate electronic payments for any balances due on your account PLUS a late fee of \$10.00 on the 6<sup>th</sup> of each month.
- **Late Payment Administrative Fee:** All overdue accounts will be charged \$25.00 administrative fee on the 10<sup>th</sup> of the month and the student's enrollment will be cancelled on this date.

**End of Month Re-Enrollment:** At the end of each month, your child will be automatically re-enrolled into the same class for the following month to reserve their spot in class. If/when your child receives a recommendation card suggesting a move up within the program, please stop by the front desk to enroll your child into the new class for the following month. Please remember, each child learns at his/her own pace; typically several months of practice are necessary before a child can safely move up to the next level.

**Cancellation/Drop Request Form:** IGM requires a written notice of cancellation via the Drop Request Form prior to end of the month. If a notice is not received before the 1<sup>st</sup> of the month, your child will be re-enrolled and you will be invoiced/charged for the following month. **If cancellation is received after the month begins, you will not receive credits or refunds for the remaining classes in the current month.** The Drop Request document may be obtained from the IGM Office or downloaded from our website.

**Tuition Discounts:** We understand that tuition can quickly add up and we are happy to help by offering multi-child and multi-class discounts. Discounts are taken off the lowest tuition value.

**Multi-Child:** 10% off 2<sup>nd</sup> child, 20% off 3<sup>rd</sup> child, 4<sup>th</sup> child is FREE

**Multi-Class:** 25% off second class per week

**Class Make-Ups:** IGM sets itself apart by being as accommodating as possible to its customers. As part of our customer service, we are happy to schedule make-ups for any reason that your child misses class. Please schedule all make-ups through our office via phone, email, or in person. Make-ups must be completed within a month of the missed class and are offered only if we have enough room in the make-up class. Only **one (1)** make-up per month is permitted. Refunds, credits, or discounts **will not** be given for missed class(es). If possible, please let us know in advance if your child will not attend class.

**Inclement Weather:** In cases of severe weather, IGM has the right to cancel classes on the same day as the scheduled class. We will communicate any class cancellations through e-mail, Facebook ([www.facebook.com/IGM.Gymnastics](http://www.facebook.com/IGM.Gymnastics)), and WCCO (website/television/radio 830AM). IGM is not obligated to schedule make-ups or issue credits or refunds due to poor weather conditions.

**Holidays:** If a holiday observance occurs on a day your child has class, you will be able to schedule a make-up. IGM's programs are based on a 4-week month/48 week year. Some months may be five weeks and others three. If a student receives five classes during the month instead of four there will be no extra charge although it can be considered a make-up for classes missed while we are closed for holidays. This will even out through the course of a year.

**Account Credits:** All account credits expire within **6 months** of origination and can be used only for tuition, open gym, day camps, or special events (credits can't be used for birthday parties).

**Joining Team:** There isn't a doubt that joining pre-competitive or competitive team involves a considerable commitment of time, effort and money. However, team involvement may become the most significant experience in a child's life. They learn self-discipline, group work, leadership, and good sportsmanship among many other life skills. *If a child is ready to join our invitation-only team program, his/her coach will suggest this to you for consideration.*

**Referral Program:** We are grateful for any referrals by our member families; as a thank you we will credit your account \$20 toward the next session for each referral.

#### **General Gym Guidelines:**

- Students may store their clothing and shoes in the cubbies provided
- IGM Gymnastics is not responsible for lost or stolen items
- No child is allowed on the gym floor without a coach
- Only IGM staff and enrolled students are allowed in the gym areas
- If you need to communicate with your child or their instructor during class time, please alert our office staff and they will assist you
- Please be on time for class. Warm-ups are very important in order to prevent any strains or injuries
- IGM reserves the right to close a class if it is full or if it does not meet minimum enrollment.



#### **Class Attire:**

- Girls: Leotards, bare feet. Optional: leggings, shorts, close-fitting T-shirts or tank tops. No zippers, buttons, or snaps. Please remove all jewelry before class!

- Boys: T-shirts, shorts and bare feet. No zippers, buttons, or snaps.