

POLICIES and PROCEDURES

PAYMENTS: Payments are due at the time of registration and on the 1st of every month thereafter. It is strongly recommended to have a credit card on file that will be processed on the 1st business day of the month for the month's tuition. It is understood that if the participant is enrolled in a program that has recurring monthly tuition installments, that student will incur monthly tuition charges on their account until a DROP REQUEST FORM has been submitted. It is also understood that any service or product purchased that is not a recurring monthly charge will require payment at the time of purchase. If failure to make a payment occurs, after the 7th, there is a \$10.00 late fee. A minimum charge of \$35.00 plus any collection fees due to returned checks will be passed on to the owners of the account.

WITHDRAWING A STUDENT: In order to withdraw a student from a recurring class, written notice must be given by the 25th of the month. Written notice is to come in the form of a "DROP REQUEST FORM". This form can be printed from our website, or picked up at the A Plus front desk. A confirmation of receipt of your Drop Request Form will be given by the 28th. If confirmation has not been received by the 28th, please follow up with A PLUS. If a Drop Request Form has not been received, the credit card on file will be charged for the following month's tuition.

REFUNDS AND CREDITS: Refunds and credits WILL NOT be given for the days that the child(ren) is absent except in cases of valid written medical excuse from a physician. Once a medical excuse is received, refund checks must be picked up within 3 weeks of the last attended class. Refund checks will not be mailed. No refunds will be given after the 3-week period has passed.

MAKE-UPS: Tuition pays for your child's spot in the class. However, as a courtesy, we offer one make-up per month, to be made up within three weeks of the missed class. The make-up class must be of the same age and ability level when and where it does not interrupt the safety or the quality of class for those children registered in the class. We do not refund or give credit for missing a class. You must call the gym prior to the missed class to qualify for a make-up. The student must be currently enrolled in class at the time of the scheduled appointment and their account must be in good standing. Once made, the appointment cannot be rescheduled. All hour and half and two hour classes if missed—will be entitled to just one hour make-up. If your child's class falls on a holiday when the gym is closed, such as Labor Day, Thanksgiving, Memorial Day, or 4th of July, it is your responsibility to schedule your make-up. To schedule a make-up, call our office at (317) 773-7266 or stop by the customer service desk. Once enrollment ceases, all make up options are void. COMPETITIVE TEAM and TRAINING GROUPS are not eligible for make ups.

HOLIDAYS: There will be no classes held on Labor Day, Halloween (after 4pm), Thanksgiving and the 2 days after, the weeks of Christmas & New Year, Memorial Day and July 4th. Any other holidays will be announced if we vary from this schedule. During the course of the year, some classes will have 5 meetings per month instead of 4. These times will be considered make-ups for time missed due to holiday closures. Throughout the year, the extra days versus the time missed will average out nicely and this is a far less confusing way of handling the oddities.

INCLEMENT WEATHER: If Noblesville School Corporation is closed due to weather, HCSC and A Plus will be closed until at least 2 pm. Afternoon Open Work-Outs and Evening Classes will be re-evaluated by 1 pm, and a final decision will be communicated via the HCSC and A Plus websites and outgoing voicemail greeting.

CLASSES: There must be 2 or more students enrolled in a class to hold the class. If there are not 2 or more enrolled, the class may be cancelled after the first week. Classes will start on time. Do not drop off students more than 15 minutes prior to the beginning of the class. Students must be picked up on time.

ATTIRE: *Activity Classes* – Sports attire should be worn. Athletic shoes with non-marking soles are required. *Gymnastics - Girls* must wear a leotard with briefs underneath. Shorts and shirts may be worn over the leotard. NO cropped or halter sport tops which show bare mid-sections. Hair must be tied away from the face. NO jewelry is allowed in class. Boys wear shorts and shirt. NO jeans, shorts or pants with belts or buckles.

MEDIA RELEASE: I hereby authorize HCSC, A Plus Gymnastics Center and its private entities to use my child(ren)'s image/likeness/voice in still photos, slides, video productions, voice recorded productions, radio coverage, television coverage and/or any other media for any promotional or advertising purpose without compensation. Names of children will not be associated with media in any circumstance. I understand that if I do not want my child(ren) to be subject to the Media Release, that desire must be submitted in writing to A Plus that it may be kept in my child(ren)'s file.

VALUABLES: Valuable items should not be brought to the gym. A Plus Gymnastic Center will not be responsible for lost or stolen items.

SPECTATORS: Visitors, parents, siblings, and spectators or any kind MUST remain in the designated areas. Please do not talk to or distract the children participating in the classes. Any interruptions could result in serious injury. Violators will be subject to dismissal from the premises. THIS IS SERIOUS.

ENROLLMENT: If a child misses 2 consecutive classes and tuition has not been paid, he/she will be dropped from the class. If a child is dropped without a written notice from the parents, a \$25 fee will be charged to the account and must be paid before child is allowed to re-enroll and attend classes. *A Plus Gymnastics Center reserves the right to cancel a student's enrollment at any time*

INFORMATION CHANGE: It is the responsibility of the student or person responsible for the student to inform A Plus of any changes to Address, Phone Number, Email Address, or such pertinent information.