

Policies & Procedures

Please carefully read the below Policies & Procedures. Please initial each paragraph, indicating you have read and agree to the Policies & Procedures herein. You will be provided a copy of this document and our office will retain the original for our records.

Tuition/Fees/Costs Policies

1 Tuition: All members of Infinity Gymnastics & Dance will be set up on auto payment. Tuition will be taken out on the 20th of each month for the following month. We accept cash, credit card, business and personal checks, and money orders for any family wanting to pay by optional method before the 20th of the month. There are absolutely no refunds or credits given for tuition or for any reason. Tuition does not include recital fees, costumes, tights, or shoes.

_____(Initial here)

2 Returned Checks: There will be a \$25.00 service charge for all returned checks.

_____(Initial here)

3 Missed Classes: Make-up classes are available; however, you must notify the office prior to an absence from class to be eligible for a make-up class. The make-up class must be completed within the same month in which it was missed. Missed classes will not be applied toward future tuition. There are no refunds or credits for missed classes. **Times and days for make-up classes are subject to availability. We cannot guarantee there will be availability for students to makeup a class. Each class has a ratio of children per one teacher. We will not go over student/teacher ratio for makeup students.**_____ (Initial here)

4 Holiday/Vacation Cancellations: Classes may be cancelled during holidays/vacations. Holiday/vacation cancellations will be posted at least one (1) week before the holiday/vacation. There are no refunds/credits and tuition is NOT adjusted or prorated for holiday/vacation cancellations. However, if our facility is closed for holiday/vacation resulting in less than four (4) classes held in a given month for the student, the student can attend a make-up class or classes totaling a maximum of four (4) classes.

_____(Initial here)

Viewing Policies

1 Viewing Area: Please stay within the designated viewing area at all times. Failure to do so may cause a disruption in class and could lead to injury and/or property damage. Our facility has a small viewing area and is designated for up to two (2) parents/guardians per one (1) enrolled student. Therefore, we encourage family members to attend performances and refrain from attending classes as we offer so many performances during the year._____ (Initial here)

2 Photography / Videography: For the safety and privacy of our students, no photography or videography can be taken during class without the instructor's approval and may be cause to have the person leave the premises and not to return._____ (Initial here)

Class Policies

1. **Food / Beverages:** Light and healthy snacks (i.e. fruit, vegetables, nuts, granola bar, etc.) are allowed by our students and encouraged if a student is in multiple classes. Fast food must remain in the lobby. Water and sport drinks (i.e. Gatorade, Powerade, etc.) are the only beverages students are permitted to bring to class. A bottle of water will be provided to a student who needs or requests a drink from staff. The student's account will be charged \$1.00 per bottle of water. _____ **(Initial here)**

2. **Disruptive / Disrespectful Behavior:** Please treat this facility as if it were your home (i.e. pick up after yourself, your children, and your guests; monitor your children not in class; do not stand on chairs or put feet on walls, etc.). Any person who shows negative or disrespectful behavior, including but not limited to poor sportsmanship, rude and/or aggressive comments, toward any other person may be asked to leave the premises and not to return. This type of behavior may also lead to the student's account being immediately terminated without refund. _____ **(Initial here)**

- **By Parents/Guardians/Bystanders:** Please do not interrupt class for any reason, unless it is an emergency. (i.e. speak to a student or the instructor, parent/guardian coaching, parent/guardian discipline, etc.). If you would like to speak to the instructor, please leave a note for the instructor at the front desk, or contact them via email or telephone. Conversations with the instructor before or after class is also discouraged, as it takes preparation and class time away from the instructor and/or students who are attending the next class. _____ **(Initial here)**

- **By Students:** Unruly classroom behavior will not be tolerated from any student. Students participating in class shall not cause a disruption to the class, including but not limited to not paying attention in class and/or actively causing a disruption in class. If such behavior occurs, the instructor has the discretion to respond in a manner reasonably necessary to regain the attention of the student and to stop the disruptive behavior, including but not limited to removing the student from class, brief time-out(s) for the student, and/or brief conditioning exercises (i.e. jumping jacks) for the student. There will be no refunds or credits given for missed time from class and if a student is asked to leave class, the class will be treated as a missed class. _____ **(Initial here)**

3. **Three or Less Students:** If there are three (3) or less students in a class, class time may be reduced or class may be canceled for the month and students will be asked to attend another class during the week. There are no refunds for a cancelled class; however, the fee for that class can be transferred over to another day/time. _____ **(Initial here)**

4. **Hands On Facility:** This is a hands on facility. This means physical contact that is reasonably intended to coach, teach or demonstrate a particular skill or to prevent or lessen injury (i.e. spotting, catching) will be used. Infrequent, non-intentional physical contact, particularly contact which arises out of an error or a misjudgment on the part of the student and/or instructor does not constitute physical abuse. We have not adopted any specific definition of abuse; rather, it defers to such general sources and definitions for reference and application, depending upon the circumstances. _____ **(Initial here)**

Additional Policies

1. **Attire:** Appropriate dance/gymnastics attire must be worn during class. Students will not be able to attend class without proper attire, even for one day. Our office may have proper attire and shoes available at a daily rental basis. _____ **(Initial here)**

2. **Concerns/Complaints:** Please understand that our classes are back to back. Instructors may be unable to take time from another class to answer questions about your child's progress and/or behavior. Appointments can be scheduled with staff to discuss all questions and/or concerns. The meeting can last up to

one (1) hour at a cost of \$15.00. If your question and/or concern is short/minimal, you may contact the director and/or the instructor by email at no additional cost. _____ **(Initial here)**

3. Free Trial Classes: Open for one class and to new students only. May not combine with use of Groupon and/or Yelp vouchers. _____ **(Initial here)**

4. Groupon / Yelp Vouchers: Open to new students only. May not be combined with Free Trial Class. May only purchase one (1) for individual student use. May purchase three (3) as a gift for friends and/or family members. Registration fees remain due and payable at the time of the first class. Expired vouchers will be taken at "Cash Value." Students will start at the beginning of each monthly session. _____ **(Initial here)**

5. Video Surveillance: Areas of this facility are under video surveillance. Images may be collected that allow an individual to be identified. The use of video surveillance is solely for the purposes of controlling theft, ensuring the safety of instructors, staff, students and their families, and facilitating the identification of individuals who behave in a disruptive manner or cause damage to property. _____ **(Initial here)**

6. Service Animals: Only service animals, as defined under California and federal law, are permitted in our facility. However, an official collar or vest is required to be worn at all times within our facility. In addition, owners of service animals must remain considerate of others and our facility (e.g. ensure the service animal remains quiet and does not otherwise disturb others; clean up after your service animal). _____ **(Initial here)**

7. Vaccinations: We are a privately owned recreational facility and do not require our participants to be vaccinated. Further, there is no California law mandating this requirement. We do clean and sanitize our facility and equipment daily and perform a thorough deep cleaning of the entire facility once per week. _____ **(Initial here)**