

Policies & Procedures

Rising Stars Gymnastics Academy strives to provide a safe, pleasant learning environment for all of our students. The following policies are in place to ensure that we meet these requirements. We appreciate your cooperation. Thank you.

REGISTRATION

Students should be registered for their CURRENT AGE GROUP. New students that are between class groupings should register for the younger class. Classes are 1 day a week for 20 weeks unless otherwise noted. Tuition is prorated for a student registering after a session has begun. RSGA may cancel or shorten a class with low enrollment. RSGA offers a **10% sibling discount** for additional classes (discount applied to the lower price class). A student that enrolls in **2 classes per week** receives a **25% discount** on the second class. No other discount applies.

TUITION

If choosing a payment plan, it is required to keep a credit card on file and all fees charged to your account will be automatically withdrawn from the account on file within 7 days of the selected processing day. If you do not feel comfortable with using our auto-pay system, please make arrangements with the office manager to utilize another form of payment.

We offer no credits or refunds once payment has been made, except for doctor-certified injuries/illnesses. The gym commits the training slot to you and pays the instructors as well as other operating expenses even if you don't come. If you are new to RSGA, you are welcome to trial a class before enrolling. Please contact the front desk to schedule a trial at 732-792-7742. Also, if a conflict develops, we will happily switch your child to another class, day or time provided there is space available.

Please note that we cannot hold a spot without payment.

If your child is sick or injured and cannot participate in their gymnastics classes, Parents' Night Out, Birthday Parties, or Camps, please alert the front desk by presenting us with a note from the doctor stating the sickness or injury, date of sickness or injury and the doctor's signature. At that time we will drop your child from their activity and you will be issued a credit or refund (your choice) from the date you present RSGA with the doctor's note.

No credits or refunds will be given for missed classes.

MAKE-UP POLICY

RSGA allows 4 make up classes per 20 week session. (For every 5 weeks enrolled equals 1 make up.) Make-up classes are subject to availability. The student must be currently enrolled to be entitled to a make-up. All make up classes must be completed before the end of the session enrolled for. You may not "carry over" any make up classes into the following session even if you are re-enrolling.

WAIVER FORMS

RSGA **MUST** have a parent-signed or electronically checked-off waiver-and-release form for EVERY child who goes out on the floor. No child will be permitted to attend class unless this is on file.

CLASSES & BATHROOM

If one or two students show up for a group gymnastics lesson, the class time will be reduced by half of the normal class time. Please have your child arrive 5 minutes early for their class to allow enough time to get ready for class.

A parent or guardian is **REQUIRED** to stay for their child's class if they are unable to use the bathroom independently. RSGA staff is not allowed to help any child in the bathroom.

PARENT VIEWING

All parents, visitors, and guests must view all classes from the balcony areas. You may also wait in the recreational class changing room or main lobby area. Please do not try to talk to your child while they are in class as it distracts them from learning from their instructor. Students **MUST** remain in the waiting room until they are called out onto the floor.

CLOSINGS & SNOW DAYS

RSGA does NOT follow Manalapan school district closings. In case of inclement weather, check our website or call the gym. If RSGA cancels classes, you will be entitled to an additional make up class. Please see our closing calendar for holiday closings.

WHAT TO WEAR

Boys or girls may wear tucked in t-shirts and shorts or leotards for girls. No skirts may be attached to the leotard. No tights permitted. Hair should be pulled neatly and securely away from the face so that it stays up for the entire class. Girls should not wear bows or other large hair ornaments that may cause discomfort during activity. All students should be barefoot while in class. No chewing gum or jewelry is allowed. Personal items should be left in cubby holes. RSGA will not be responsible for any items that may be lost or stolen.

PERMISSION MARKETING

RSGA may send transactional and promotional emails to prospects and members. Transactional emails consist of emails pertaining to your customer account such as monthly statements, credit card receipts, class information, reward programs, student enrollments, and privacy mailings. Promotional emails consist of emails about upcoming events and services that may be of value to our customers. An email address is required for creating an account with RSGA. Transactional emails will be sent to any RSGA member when it is necessary to communicate important information to your family about your member account.

BIRTHDAY PARTY CANCELLATION POLICY

Parties are non-refundable; however, if the customer needs to cancel the party, we will issue an account credit up to two weeks prior to the party. Once the party falls in the two week window, the party becomes non-refundable. Cancellations may not be made via voicemail or email. Parties that need to be rescheduled must be done within three months of the original booking date.

SAFETY POLICIES

Instructors are safety conscious, but by the very nature of the activity, gymnastics carries a risk of minor or serious injury. Skills and activities are taught slowly, carefully and in a progressive manner. Instructors are safety conscious and trained to follow appropriate spotting techniques, skill progressions and safety procedures. However, accidents with minor or serious injuries can occur. Parents and children should be aware of the risks involved, read and review the safety rules, abide by the gym rules and policies, and accept full responsibility for their actions. RSGA has the right to restrict any activity that we consider unsafe.

❖ CUSTOMER WARNING (as required by United States Association of Gymnastics)

By the very nature of the activity, gymnastics carries a risk of physical injury. No matter how careful the gymnast and coach are, no matter how many spotters are used, no matter what surface exists, the risk cannot be eliminated. The risk of injury includes minor injuries such as broken bones, dislocations and muscle pulls. The risk also includes, and always includes catastrophic injuries such as permanent paralysis or even death from landings or falls on the back, neck or head.