

# SKYWALKERS TRAMPOLINE & TUMBLING



## Membership Policies

- You must sign up for an account online from the Skywalkers website.
- Monthly fees are due by the 5<sup>th</sup> of the month. If you pay after the 9<sup>th</sup>, a \$10 late fee will be added to your account by the online management company. If the fee isn't paid, another late fee will apply after the 9<sup>th</sup> of the following month.
- If your account is past due on the 15<sup>th</sup> of the month, your child will not be able to participate in class.
- Every member is required to pay a non-refundable yearly registration fee which is due upon signing up and then annually from that date. You can view this information by logging into your account.
- Enrollment, monthly fees, and all account information can be viewed anytime by logging into your account. Staff members do not have access to any of this information and you must contact Josh with any financial questions.
- New documentation will be uploaded online and will require you to log into your account to accept it. If you have unaccepted documentation, your child will not be able to participate in class.
- You must give a 30-day notice in writing to stop lessons without being billed. This policy is listed on the registration form and part of the policies when signing up for an account online. You must let Josh know as none of the other coaches can make changes to your account online.
- No loose clothing is permitted for athletes attending classes. Athletic clothing that allows movement is required. Shirts must stay in place as the kids will be spending time upside down and loose clothing poses a safety issue. The kids can wear socks, trampoline shoes, or go barefoot on the equipment. Hair must be up and secured to the head.
- Please stay up to date with the emails. The email used to set up your account is the one information will be sent to. This includes billing, closings, and other communication from the gym.
- We do not offer make-up classes or discounts due to inclement weather closings or when a participant is unable to attend for any personal reasons.
- Scheduled holiday closings are posted on the desk. We do not offer make-ups unless we fall below 10 lessons per quarter for holiday closings which is considered with monthly fee pricing at the beginning of every year.

- Our staff isn't required to spot your child on skills but we may do so. This means close contact for physical safety and learning. If you are uncomfortable with this, then you should not join the Skywalkers program.
- I am not requiring my staff to wear a mask as they can be difficult to breathe in while expending a lot of energy and when it is hot. Kids cannot wear masks as it's dangerous as they cannot have anything that can block their vision while performing gymnastics maneuvers.
- If your child is sick or not feeling well, please do not bring them to class as we are trying to provide great service while keeping everyone as safe as possible. It is not fair to the rest of the customers or staff when you bring a sick child in. There are no discounts or make-ups for missing class. We all carry risk and must remain willing to do our part and the very best we can.
- If your child is running a temperature over 100.4 degrees, they will not be allowed to participate in class. This needs to be done at home but we may still take your child's temperature.
- Please send a bag for your child to keep all their belongings with them as they rotate around the gym. This could even be a plastic grocery bag.
- Due to Covid-19, the water fountains will remain closed, so each child needs to have their own water bottle with them for classes.
- We encourage you to send your child with a small bottle of hand sanitizer for classes to use regularly but we will have sanitizer available.
- It is encouraged that parents do not watch classes at this time so we can limit the number of people in the gym and maintain space the best we can. Often, kids will listen better when they are not constantly trying to impress their parent. If someone needs to be in the gym, only one parent will be allowed. No other children or spectators will be allowed for safety of our customers and staff members.
- We may be using different doors to enter and exit the facilities. We will let everyone know which doors to enter and exit the gyms to maintain social distancing as much as we can.
- If you are required to quarantine, you cannot have your child come to class. We will not be able to refund or make-up class times. We are limiting the number of kids per class and we have to share the risk together unfortunately. Staff will also not be able to work if they are not feeling well or must be in quarantine.