

Welcome to Aim HI Gymnastics! We are so glad to have you join us. Please take a few moments to review this pamphlet as it's full of super important info to make the most of your time with us.

Membership: Everyone student is required to have a membership, and we offer three levels to meet every family's needs.

- Single Student \$60/annually
- Two Students \$110/annually
- 3+ Students \$150/annually

Tuition: Classes are charged based on each class and billed monthly. Rollie Pollies classes have a special rate of \$9.00 plus tax per class. All other recreational classes follow the chart below plus applicable tax.

Discounts: We offer discounts when you enroll in autopay. There are also discounts for multiple regularly priced rec class enrollments in the family.

| 1-Hour Class | | | 2-Hour Class | |
|--------------|------------|--------------|--------------|------------|
| w/o Autopay | w/ Autopay | # of Classes | w/o Autopay | w/ Autopay |
| \$20.25 | \$19.00 | 1 | \$29.00 | \$27.75 |
| \$19.30 | \$18.05 | 2 | \$27.62 | \$26.37 |
| \$18.35 | \$17.10 | 3 | \$26.23 | \$24.98 |
| \$17.40 | \$16.15 | 4 | \$24.84 | \$23.59 |
| \$16.45 | \$15.20 | 5+ | \$23.45 | \$22.20 |

Payment Policy: Tuition is due on the first of each month and if not paid by the end of that day, a \$25 Late Fee will be assessed. Autopay is available and highly encouraged. If you sign up for Autopay, a \$1.25 discount per enrollment will be added. If we process Autopay and the card is declined, a \$25 processing fee may be assessed. Repeated autopay failures will result in removal of that option.

Monthly Commitment: All classes are on a continuous enrollment schedule. You are committed to the current month of classes upon enrollment or the passing of the Drop Request deadline. Tuition is calculated monthly and is not prorated for early withdrawal except when PCSing. Notice timeframes still apply. Enrollment automatically rolls over to the next month unless a class is dropped according to policy. Tuition secures your child's spot on the roster each month, and families remain financially responsible for the tuition regardless of attendance.

Drop Policy: All drop requests must be submitted through the *Drop Request* form on our website. Speaking with a staff member is not an official drop request. If a student wishes to discontinue a class, the request must be sent two weeks prior to the 1st of the following month. Dropping a class before the end of the month does not relieve the financial obligation for that month's tuition.

Class Structure Commitment: Aim HI strives to provide consistent and structured learning. We have a robust curriculum and all classes in a level are working on the same skills each week. While we strive to maintain consistency, we reserve the right to make instructor changes as needed to ensure the best experience and progress for all students. Aim HI reserves the right to change the instructor at any given time. If at any time an instructor is unable to teach a class, we will schedule a substitute and if we are unable to do so, we will cancel the class and give you as much notice as possible.

Cancelled Classes: Aim HI will do everything we can not to cancel a class, but sometimes events out of our control occur. If Aim HI must cancel a class for any reason, makeup tokens will be assigned to your account. They will have a two-week period to be used. We do not offer refunds.

Annual Calendar: Closure days and breaks will be listed on the annual calendar as well as in the parent portal. These days are not included in tuition.

Vacations: If your child will be away for an extended period, we appreciate a heads-up, so we know they're okay. You may keep your spot by staying enrolled, or if you prefer not to pay during the time away, you may drop the class according to the Drop Policy. Drops must cover the full month, and you can re-enroll when you return.

Transferring Classes: We ask that you submit all transfer requests thru the Transfer Request form on our website no later than 1 week prior to the beginning of the next month. All requests received before the one-week deadline will be placed in a queue to be processed after all drop requests have been completed. Requests received outside of this timeline will be reviewed but are not guaranteed. All transfers take effect on the first of the month. You will receive a response from management once your request is processed.

Late Arrival Policy: If you arrive 15 minutes late or less, you will need to wait until the next transition before joining the class. If you arrive after the 15-minute mark, you will forfeit your class time. This is to prevent disruption to the rest of the class and ensure that the students join their group.

Waitlists: When you are added to a waitlist for a class, you are put in the queue behind anyone else that is already waiting. When a spot becomes available, Aim HI staff will reach out via phone and then email to enroll your student. If we do not hear back from you within 2 business days or you are unable to enroll at that time, we will move your name to the bottom of the waitlist so that the next student can be placed in an open spot.

Dress Code: Clothes must be athletic leisure style or gymnastics apparel (leotards). No zippers, jeans, loose ties, or baggy clothes are allowed. Hair must be pulled back and out of the face if longer than chin length. No jewelry, watches, or accessories are allowed. Stud earrings are an

exception. This is for safety reasons and students will not be allowed to participate if they are not adhered to. If there is a reason you need to wear something, please speak to your instructor or the front desk.

No Tolerance Policy: We have a strict, no bullying/harassment policy and take this issue very seriously. This applies to students and parents. If an incident occurs, it will be documented and addressed based on severity. If the issue continues, up to immediate expulsion from the program will occur.

Student Behavior: Students are expected to adhere to the instructors' directions. This is a classroom setting and if students will not follow the rules, they may be asked to leave class. If the child is not with a parent in the class, they are expected to stay with their class and instructor at all times. Running away is a serious safety issue and will not be tolerated. The same applies to following instructions and working with your instructor.

Discipline Policy: We have a multi-tiered approach when discipline is necessary. If a student is disruptive, uncooperative, etc., they will be given a warning to correct their behavior. If the behavior continues, they will be asked to sit by the instructor and may miss activities that the class is participating in. If a third correction is needed, the instructor will send the student to the desk to sit with the manager on duty. The manager will let you know what occurred so that the parent is aware of why their student is being removed from class.

Parent Involvement: Aim HI staff wants to partner with you so that we can provide the best learning environment for your student. We recognize that every family has their own household styles, but we ask for your support and backing in the gym. This environment can be

unsafe if rules are not followed, and the students' safety is priority number one. Please let the instructors be in charge on the floor! They are trained to teach your children and if you have a concern, please let the front desk know.

Parent Behavior: We ask that parents refrain from the following:

- Coaching from the sideline
- Yelling at your child during class
- Walking onto the floor without permission
- Disciplining your child while they are actively in class
- Swearing
- Interrupting instructors while in class
- Anything that distracts students or instructors from class

Sick Policy: No one wants to be sick, so please keep your germies to yourself and at home. This facility, while cleaned regularly, has A LOT of touch points and germs can spread very quickly. If your student has had a fever while unmedicated in the last 24 hours, has been having digestive problems, please don't bring them to class. Sneezing, coughing, and runny nose not due to allergies would be included. This also applies to family members on the sidelines.

Progress and Advancement in Classes: Students will be assessed in an 3-month cycle and at that time, parents will be notified directly if their child is ready to move up. Students will move up during the first class of the month following the evaluation. If you have questions about how

your student is doing, you can see their progress in the skills section of the parent portal. The skills required for advancement will be in there as well as how they are rated at this time and any notes from their instructors. Not all class evaluations will occur at the same time.

Open Door Policy: We want you to be able to have your concerns addressed at all times. Our Front Desk staff are equipped to handle all situations, but you can always email Ms. Becca or Ms. Alison should you feel the need to. We want to hear from you!