



Dear SoCal Gymnastics Customers,

Below is a list of our policies for you to review. If you have questions, please feel free to ask any of our staff.

1. **Enrollment** - Unless you notify us, we will assume your child is going to continue attending classes at our gym. If you decide to take a break or leave the program, please give us a written 2 week notice. This will allow us time to fill that position within the class and to update our coaches work schedule. Please note, a verbal notice to an instructor or a message on our voice mail is not considered written notification.
2. **Drop Policy** - We bill on a rolling 4 week session cycle – please note, this is not a monthly cycle, but a rolling 4 week cycle. Tuition for all classes is due on the last week (4th week) of the current session. If you will be out that last week of class, please call in with a credit card payment or mail your check so your payment is received at the gym on time. All checks should be made out to SoCal Gymnastics. Please write the child's name and class in the memo field of your check so we are sure to apply the payment to the correct account. We also offer credit or debit card auto payments. In order to start auto payment, you will need to fill out an authorization form at the front office. If payment is not received on the last week of the session, a \$20 late fee will be charged. If your tuition is overdue by more than two-weeks, your child's enrollment will be terminated and a balance will remain on your account for those two classes and the late fee. You can obtain a Billing Calendar at our front desk or by visiting our web site at www.socalgyc.com/billing.html.
3. **Refunds** - There are absolutely no refunds.
4. **Referral Credit** - We offer a \$10 referral credit to our existing customers who refer a friend or family member to one of our classes. In order to receive the \$10 credit, the new customer must pay the registration fee and for a full session.
5. **Hair Ties Mandatory** - All children attending a class should have their hair tied back and pulled away from their face. No Jewelry should be worn during a class except stud earrings.
6. **Lost Items** - SoCal Gymnastics Training Center is not responsible for any lost or stolen personal items. We do have a lost and found basket in the front reception area. After 90 days, all unclaimed items will be donated to Goodwill.

7. **Arrival at Class** - Before each class, please sign in at the front desk, receive a class badge, use the hand sanitizer and wait to be called out to the gym. Once in the gym, please hand your badge to your coach. No one should go in the gym or be on the equipment without an instructor present.
8. **Food and Drink** - No gum, candy, food or drink is permitted in the gymnastics area. Food and drinks may only be consumed in the front lobby area or the back parent-viewing room. Please place student's water bottles and snacks in their cubbies. Water breaks are given during class time. Please be respectful of the gym and put trash in the wastebaskets. We ask that you clean up any spills you may make.
9. **Make Up Policy** - Please help us keep the class check-in process moving quickly by not scheduling make up classes at the front desk. You can call us at 760-633-3440 or email us at info@socalgtc.com to schedule a make up. We ask you to schedule all make-ups at least 24 hours in advance, and no more than one week in advance. There are no time constraints or expiration dates on make-ups. You must be enrolled and your tuition must be paid up to date in order to schedule a make-up. Make-up classes must be scheduled for the same type of class that was missed. We do not allow make-up classes to be transferred to other students. The only person, who can complete a make-up class, is the person who missed the class. If you can't attend a scheduled make-up, please call us to cancel your make-up. If we are not notified, the make-up will be lost.
10. **Solicit** - Please do not solicit our employees to work for you in any capacity.
11. **Coaches** - Please do not ask our coaches for their personal phone numbers or email addresses. All communications between customers and coaches should come through the gym.

We hope this policy list will eliminate any confusion and help us to operate more efficiently. Thank you for choosing SoCal Gymnastics as your choice for gymnastics and cheer training.

Sincerely,

Angela and Gary Pires