



### Policies and Procedures

#### Tuition

- All tuition is based on a full calendar year and is billed monthly at a flat rate. Elite does not pro-rate for scheduled closed dates or missed classes. Saturday classes are the only exception.
- Tuition is due on or before the 15th of the current month for the following month. If tuition is not received on or before the due date your child will be automatically dropped from his/her class and a \$20.00 late fee will be charged to your account.
- The \$30.00 Administrative fee covers enrollment in swimming and gymnastics per student for the year and is charged at the time of enrollment and on the child's anniversary date every year thereafter. All students that are current on registration will receive a \$5.00 discount on Parent's Night Out.
- Administrative and Tuition fees are NON-REFUNDABLE

#### Billing

- Customers are required to keep a credit card or Debit card on file. All fees charged to your Elite account will be automatically withdrawn from the account on file on or before the 15th. For example if the 15th falls on a Friday, Saturday or Sunday tuition will be withdrawn on the previous Thursday. If you do not feel comfortable with using our auto-pay system, please make arrangements with the Billing Director to utilize another form of payment.
- Elite accepts Visa, MasterCard, and Discover
- If you would like to discontinue lessons with us a **30 day notice is required**. Please fill out our DROP form so that tuition will not be charged for the following month. You will be held responsible for paying all fees and refunds will not be issued if we do not receive a 30 day drop notice.

#### Make-Ups

- Elite offers one make-up per month if your child happens to miss their class. Make-ups must be scheduled with the front desk during the current month or the first week of the new month. Elite does not offer make-ups for missed make-ups.

#### Classes

- If one student shows up for a group gymnastics lesson, the class time will be reduced by half of the normal class time.
- If one student shows up for a group swimming lesson, the class will be 20 minutes.
- Please have your child arrive early for their class to allow enough time to sign-in with the front desk and get ready for class

#### Attire

- Please have your child's hair secured with a hair tie and/or clips to keep it out of their face when swimming or flipping. NO BOBBY PINS
- **Gymnastics:** please have your child wear a leotard or sweats and a T-shirt to his/her class. No socks or tights.
- **Swimming:** Children of diaper wearing age need to wear a swim diaper. Please have your child wear swim trunks or a swimsuit, bring a towel and goggles.

#### Parent Viewing

- Due to increased risk of injury from uneven and wet deck surfaces; all parents, visitors, and guests must view all classes from the observation 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.
- Parents and students may not enter the pool deck more than 3 minutes before the start/end of the class
- No video taping is allowed at any time without permission from the staff.
- No videos of skills or practice may be posted to social media without consent from the management.
- Parents and Adults are not allowed on the equipment due to insurance restrictions.

#### Illness

- Children that have diarrhea may not use the pool
- Please do not bring your child to class if they have a contagious illness

**Consent: I, \_\_\_\_\_, have read and understand Elite's policies & procedures and agree to all of the terms listed above.**

**Signed \_\_\_\_\_ Date: \_\_\_\_\_**