



## 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. Classes closed by Elite for unexpected events such as weather are the only exception and will be assessed on a case-by-case basis.
- Tuition is due on or before the 15th of the current month for the following month. After the 15<sup>th</sup>, any accounts that have not been paid in full will have an additional \$20 per enrollment owed as a late fee. If your account is not paid in full by the last day of the month, your child will be automatically dropped from his/her class. The child may be reenrolled after payment has been made, but we cannot guarantee the same class will be available.
- The \$30.00 Anniversary 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 discount on Parent's Night Out, Open Gym, and Birthday Parties.
- Elite does not split tuition or fees between households. No more than one account per enrollment and a card must be on file.
- Administrative and Tuition fees are NON-REFUNDABLE.

### Billing

- Families are required to keep a bank account (ACH withdrawal) or credit/debit card on file which may be added via the iClass Parent Portal. A discount will be provided to those who chose to pay with ACH withdrawal. All fees charged to your Elite account will be automatically withdrawn from the account on file on the 15th. If the 15th falls on a day we are closed, tuition will be paid the next opening day.
- If you would like to pay with a different method, you may pay cash or check BEFORE the 15th. If payment is not made before the 15th (or the Thursday before if the 15th falls on a day we are closed), payment will be withdrawn via the card/account on file on the 15th.
- If you would like to discontinue lessons, please fill out our DROP form prior to the 15th so 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 a drop notice is not received prior to Autopay.

### Missed Classes

- Elite does not provide refunds, credits, or make ups for missed classes. Classes have built in "snow days" that if cancelled by Elite for any reason will not be refunded. If Elite closings exceed the number of planned "snow days" within the calendar year, a credit will be provided. Available and used snow days can be found on our yearly calendar.

### Classes

- If only one student shows up for a group gymnastics lesson, the class time will be reduced by half of the normal class time.
- If your student will be more than 15min late to their group gymnastics lesson, you must call the front office and let us know you are running late, otherwise, they will not be permitted to attend class.
- If only 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. Bobby pins are prohibited for safety purposes.
- **Gymnastics:** please have your child wear a leotard or shorts and a fitted T-shirt to his/her class. No socks or tights.
- **Swimming:** Children of diaper wearing age must wear a swim diaper. Please have your child wear a swimsuit and bring a towel.

### 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. Parents and Adults are not allowed on the equipment due to insurance restrictions.
- 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 videotaping 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.

### Illness

- Please do not bring your child to class if they have a contagious illness. Children that have diarrhea may not use the pool. If you or your child has had a known exposure to COVID-19, do not bring them to class and follow Elite's COVID-19 Procedure for how to return to class.

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

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