



## Iron Cross Gymnastics Business Policies

**Policy on Payment** It is the policy of Iron Cross Gymnastics to auto debit the customer's account on the first of each month for the amount of their tuition payment. The customer can use either a bank debit card or a credit card. Each customer's personal information is protected by a secure network and a password protected program. All enrollment forms are kept in a safe and shredded when a customer leaves the program.

**Policy on Make-Ups** Each student is allotted up to 2 Make-Up classes each month. Make-up classes do not roll over into the next month. The only stipulation on the make-ups is that you must call the same week that you want to use the make-up and have our staff find you a class that is available....You must use one of the options that our staff gives you. If you are not able to come to one of the options that you are given, we will issue your child a free open gym pass that can be used on a Saturday from 11:30am to 1:30pm

**Policy on Dropping a Class** It is the official policy of Iron Cross Gymnastics, that in order to drop a class you must fill out a drop form and turn it in prior to the 1st of the month when tuition is due. By following this process we have time to process the paper work and allow the customer to use their last month deposit for the child to finish out the next month as their last. (you can also print the drop form from our website, [www.ironcrossgymnastics.com](http://www.ironcrossgymnastics.com))

**Policy on kids not in classes** Any child that is not in a class must be in the parent observation area. No child is allowed to be in the main gym area or the pre-school area without the supervision of a coach.

**Policy on Refunds** Once you have paid and signed up for a class, only a partial refund can be given, depending on the situation. Iron Cross will only refund up to 75 percent of tuition if the child was enrolled for a class and then changed his/her mind before the start of their first class. After a child has attended one or more classes, a parent cannot receive a refund. A credit can be issued for the un-used amount on the customer's account if approved by management.

**Policy on Tuition (year round)** A customer's annual membership fee must be renewed each year. Each membership fee is individualized based on the start date of the customer. The monthly tuition is set to owe the same amount each month year round. The fees have already been prorated in advance based on a 46 week year.

**Policy on Drop off's and pick-ups** It is ok to drop your child off for a class and pick them up when the class is over. If your child is pre-school age and is not able to be independent without his/her parent then a parent must stay in-case they are needed for that hour. If you are going to be late picking up your child from his/her class for any reason we ask that you please call the gym and let us know. Parents are not allowed to drop off kids more than an hour before his or her class due to the fact that we are not able to supervise them. Gym Phone Number is 281-342-4766 (IRON)

**Policy on Parents in the work-out area** Parents are not allowed into the gym area during classes due to insurance, and children being distracted. If you need your child for any reason once a class has started please let our front desk know. They will be able to go and get your child for you.

**Policy on Conduct in our lobby area** (Complaints or Suggestions) We are more than happy to take a complaint or a suggestion however, our front desk staff is just enforcing the policies that are put in place by the owners of Iron Cross. If you are unhappy with a rule or policy, please ask to speak to one of the owners and our staff would be more than happy to get one of them for you. The owners of Iron Cross are very accessible and are always more than happy to talk to their customers. You can also call or e-mail the owners from the website.

**Policy on Trial Classes** There is no financial commitment for coming in and trying a class for the first time, a child may only participate in one trial class before they must choose whether or not they would like to register for our program. If payment to register the student is not received the same day as the trial class takes place, the students spot will not be held in our program.

**Policy on Private Lessons** Private lessons are not set up through the gym. If a customer wants to set up private lessons for their child, they may leave their number with our office staff, our office staff will give it to one of our coaches who can call back the customer and set up the lessons on that coaches own time. All private lessons must sign a waiver of liability.

**Policy for Lost and Found items** If you lose something at the gym and one of our staff members finds it; we will put it in our lost and found area. If it is something expensive like a video game system or Portable DVD Player, we will keep it at the front desk until someone claims it. We do not recommend bringing expensive personal items to class.

**Policy on Discounts** There is a 10% discount for paying your tuition for 6 months in advance. If you pay a full year in advance, it will be 15% off your full total. We also offer sibling discounts for families that have one or more children enrolled in a class. We offer a 10% discount off of the second class and a 15% off of the third. 15% is the maximum discount for multiple classes.

**Policy on Registration** When you register for a class at Iron Cross you pay first and last month's tuition in advance plus a \$35 dollar yearly registration fee. The registration fee allows you to stop and start your child's class as many times as you want or need to within the year and not be held financially responsible for the months that you are gone. This policy doesn't hold your child's spot in the class that she/he might have been in. When you do decide to take a break from gymnastics, you can apply your last month's deposit by filling out the student drop form and turning it in before the start of the month that you would like to finish out. Those who do not follow the policy are susceptible to losing their deposit. The registration fee is per family/not per child, and it is re-charged to your account every 365 days. If you enroll your child and have less than four classes left for the month, your tuition will be pro-rated for that month accordingly. Your first month is the only month that tuition can be pro-rated. Tuition will always be the same for every other month.)

**Weekly Updated Information** Every Monday between the hours of 10am and 2pm, Iron Cross sends a weekly announcements E-Mail to every customer. We encourage everyone to read this e-mail each week to know, "what all is happening at our gym". This same information each week can also be found on our website. Just go to [www.ironcrossgymnastics.com](http://www.ironcrossgymnastics.com), and click on weekly announcements, then click on the week that pertains.