



Iron Cross Gymnastics Business Policies

Policy on Make-Ups (a child can have up to 2 Make-Up classes within a month. Make up classes do not roll-over into the next month. The only stipulation on the make-ups is that you must call ahead and have our staff find you a class that is not already full...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 to come on any Saturday of your choice from 11:00 – 1:00.)

Policy on Dropping a Class (if you are going to drop your class and discontinue your membership with us you must come to the front desk and fill out one of our drop-class forms. This form must be turned in 30 days before the date that you wish to drop in order to not be responsible for paying one extra month's tuition.

Policy on kids not in classes (they cannot be on equipment or in the gym area 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 class a refund can only be given with the approval of owners Grant Qualls or Jeremy Alspaugh. Typically we will issue a full refund if the class that was paid for has not been taken by the student yet. If the student has taken partial classes already, then the refund if given, will be decided by one of the owners Grant or Jeremy.

Policy on Tuition (how it includes all national holidays and how it is based on a 46 week year

(When you enroll for a class here at the gym, you start off by paying a yearly registration fee of \$35 dollars. That fee covers your membership at the gym for one year. Your monthly tuition will be the same every month. We are closed a total of 6 weeks out of the year. Taking time off for all major holidays, and also one week before school starts back up. Your monthly fee's are based off of a yearly amount which is why we re-charge the registration fee. This is also the reason we do not pro-rate holidays. If you stop classes and start back up within the same year you do not have to re-pay the registration fee until its 365 day period has expired.)

Policy on Late Fee's

(Tuition is due within the first week of classes every month. By the second week of classes it is considered late. There will be a \$10.00 dollar late fee per week after this point. If tuition is not paid by the end of the same month which it is due your child will be dropped from his/her class.)

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 of the 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. (Some circumstances may be ok with the approval of either Grant Qualls or Jeremy Alspaugh)

Policy on Parents coming out into the gym area (parents are not allowed into the gym area during classes, due to the distraction it can cause from our staff doing their jobs.)

Policy on Return Checks (if a customer writes a check that bounces, the customer will be responsible for paying the full amount of the check and a \$30 dollar bank charge fee on top of that)

Policy on Conduct in our lobby area (complaints and 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)

Policy on holding a class for a child (if you decide to take a month off and you would like us to hold your child's spot in a specific class, then you may pay half of the normal amount of tuition for that month and we will reserve your child's spot for coming back the next month.)

Policy on Trial Classes (there is no financial commitment for coming in and trying a class once, a child may only participate in one trial class before they must choose whether or not they would like to register for 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 and 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)

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 claim's it)

Policy on Discounts (10% off first class, 15% off second) 6 months 10% off the full total including the discounts for other kids (there is a discount for paying your tuition for 6 months in advance, it will be 10% off your total, If you pay a full year in advance it will be 20% off your full total)

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 back up again 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 your last month will already be credited because you paid for it up front when you registered. 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 you register 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.)

Policy on customers receiving needed information about our program throughout the year.

(For most gym announcements we give the kids hand-outs that they are supposed to take home and give to their parent. This system is not perfect due to kids forgetting or kids not being there the week that we give them out. We ask that if you as a parent, have an E-Mail address that you please give it to us so that we can make sure that you are updated with any information that you might want or need about our program through-out the year. We E-Mail out every bit of information that we put in the kids hands as well as some information that we don't put in the form of a hand-out.)