Old Pueblo Gymnastics Academy
Recreational Program Policies/Procedures

Thank you for choosing Old Pueblo Gymnastics Academy! If you have any suggestions or comments regarding our programs, please don't hesitate to contact us at 520-628-4355.

Class Registration and Space Reservation Requirements

1. In order to formally reserve a space in any class, a completed enrollment form, parent signed waiver, full tuition payment and current membership is required. If any piece is missing, we cannot reserve your space.
2. An open space can be held for up to 24 hours in order to give families time to meet reservation requirements listed above.
3. Class availability is based on a first-come, first-served basis. If there is no room in the class you desire, your child will be put on a waitlist. Priority is given to current students who are moving up, then those at the top of the waitlist.
4. Classes are conducted based on a minimum enrollment of three students at any point during the session and are subject to cancellation or consolidation with another class if the minimum enrollment is not met.
5. We make every effort to have a consistent instructor for each class for each eight-week session. We cannot guarantee that an instructor will not have an absence, personal schedule change, or re-assignment. We can, however, guarantee that a qualified OPGA instructor will teach your child's class. You may cancel your class reservation if this happens and you are not satisfied. A refund or credit of your remaining classes (beginning with the following week's class) will be granted and the administrative fee waived. A credit/refund request form must be completed and turned in.

Trial Classes

Trial classes are $15 for the recreational level programs must be scheduled in advance. Trials for Developmental and Team programs are $20. Scheduling a trial class does not "save" a space in class for your child on the roster. It only guarantees that your child will get to try the class. Prepaid trials in classes with availability will "hold" the space in the class through the end of the trial date. Once your trial is over you must communicate with the front desk regarding your intentions. We cannot hold the space past your trial date. To reserve a space on the roster, membership and tuition for the remaining classes in the session must be paid in full.

Payment Procedures

Old Pueblo Gymnastics Academy's class enrollment is based on an eight-week session. In order to keep your child's space in a class, tuition for an upcoming session must be paid **during Week Seven** of the present session. Students will be dropped from their class for the following session to make room for new students if payment is not received by the end of the work day (1:00 p.m.) **on Saturday of Week Seven**. NO EXCEPTIONS.

Payments accepted are: Cash, check and Visa/MasterCard/Discover/PayPal (PayPal is only for customers who have a current waiver on file). We do not accept payments over the phone. A $30 processing fee will be added to all returned checks.

Refunds and Credits

In order to cancel your class reservation for any reason you must notify us at once in writing by completing a "Request for Credit / Refund" form. Once this form is received, we will remove your child from the roster and issue a credit or refund, minus an administrative fee ($15 for account credits and $25 for refunds). The credit or refund will be based on the number of classes remaining in the session, starting the week following our receipt of the written request.

If more than one child is enrolled and the family received a sibling or multiple class discount, the discount will no longer be applied. The difference will be prorated and subtracted from the refund/credit.

Credits must be redeemed within one calendar year of issue. Credits may not be transferred to another family.

100% Money Back Guarantee for families new to Old Pueblo Gymnastics Academy: Upon completion of your first session, if you are not entirely happy, Old Pueblo Gymnastics Academy will refund 100% of your tuition for that session. A "Request for Credit / Refund" form must be completed.

Annual Membership Fee

The annual membership fee is applied toward gymnast liability insurance costs and is not discounted, prorated or refundable. The fee is due upon initial enrollment and on your anniversary date, thereafter.

Discounts

- Discounts are applied to tuition for regular classes only. Other already discounted programs (i.e., Homeschool) and private group classes do not receive any further discounts.
- Military, TPD and TFD families receive a 10% discount and a current active ID must be presented.
- Tuition that is paid during week six of the session, or before, will receive $5 off the total tuition payment before other discounts are applied.
- When more than one immediate family member is enrolled at the same time, only the most expensive tuition pays full price. All lesser tuition is discounted 15%.
- When enrolled in multiple classes within the same session, the most expensive class will be at regular price. All additional classes will be discounted at 15%.
- If more than one child is enrolled and the family received a sibling or multiple class discount, the discount will no longer be applied. The difference will be prorated and subtracted from the refund/credit.

Make-Up Procedures

Tuition reserves your space in class regardless of your child's attendance. As a courtesy, Old Pueblo Gymnastics Academy offers a make-up class once per session for regular classes. During the sessions that include summer, we offer two. Classes that are already deeply discounted (Homeschool) do not have make-up classes because these classes are receiving a discount or have special registration rules. Make up classes must be done during the same session as the absence and can be made ahead of time if the absence is scheduled. In the event of an absence during the last week of the session, a make-up into the next session will be permitted during the first week of the next session. All make-up classes must be scheduled through the front office to insure that classes are not overloaded.

Students who are scheduled for a makeup will be placed in a class which is the same, or most similar to, class the student is currently enrolled in. They will also be placed in a class where they will not affect the safety and class experience for those who have paid for that class. We reserve the right to refuse a make-up when we feel it will affect the integrity of the class.

Parking Lot, Gym and Lobby Rules

1. Students must remain inside the facility unless escorted outside by their parent/caregiver.
2. Only registered students are allowed on the gym floor. Siblings and friends must wait in the lobby.
3. Parents are allowed on the floor for the parent/tot class (Jumpin' Jackrabbits) and preschool skills clinic only.
4. No food, drinks or gum are allowed in the gym area.
5. No "horseplay" in the gym or lobby.
6. Use of electronics in the lobby is permitted as long as they are on "mute" or head phones are used.
7. Sorry, due to liability and allergies dogs are not allowed in the lobby or in front of the gym.
8. Kids must be kind and respectful to each other. Kids who are not kind will have their parents contacted. They will receive a verbal warning the first time and will be sent out of class for the day if their behavior does not improve. Make-ups and refunds/credits are not given to families who have kids sent out of class.

9. Parents who need to speak to their child or the coach during class should ask the front desk person for assistance. Parents should not walk out onto the floor.
10. Students who are dropped off for class must be dropped off directly in front of the building entrance. Donot allow children to run across the parking lot.
11. Students and non-participating siblings may not play in the parking lot.

Camp Registration Policies

- A minimum enrollment of five kids is necessary to make camp happen each week for both a.m. and p.m. camps. If the minimum numbers are not met the week prior to the start of camp a full credit or refund will be given.
- Open spaces cannot be held for any amount of time without a waiver, registration and deposit.
- When siblings are enrolled simultaneously, a sibling discount will apply. Cancellation of camp for any sibling may result in this discount being removed from payment. The balance will be deducted from any credit or refund applied for.
- Fundraiser camps, such as our Veterans Day Camp, are non-refundable.
- All camp cancelations and changes must be done in writing. This is to ensure your request is followed through on.
- After the camp registration deadline, payments may be credited toward your account only if we are able to fill your space. There is an administrative fee. A credit request form must be filled out in advance of the cancellation to be eligible to receive credit. You will lose your deposit if we are unable to fill your space.
- Any changes / additions / deletions made to registration must be made on the original registration form and done in person or in writing, not verbally. Please check your personal and school calendar before making a deposit for camp.
- SINGLE DAY reservations: Full payment for single days is due upon registration to reserve camp space.
- FULL WEEK reservations: 50% down payment of camp tuition is due upon registration to reserve your space for FULL WEEK reservations. **The balance of each week of camp is due before the first day of each respective week of camp.**
- Circus Week and Parkour Week are **full week only camps**. Single day credit and refunds are not available for these weeks.
- Parents are required to come inside and sign in their child(ren) and identify the pick-up person each morning. Do not drop off your child.
- Maximum daily enrollment is based on coaches available.
- Photos taken may be used for advertisement purposes.
- T-shirts are for kids who sign up for full week camp before the registration deadline for the Early Bird rate. T-shirts are distributed the Monday of the first week of camp the child attends. One t-shirt per child.
- Parents will be called to pick up a child who is jeopardizing the safety or camp experience of others.
- Kids who are not picked up on time may be denied future camp attendance.
- Parents should call in immediately if their child is expected to be absent for any reason so we can fill his/her space and offer a credit (credit request form must be submitted).

Responsibilities of Parents

1. Parents of preschool-aged students are expected to remain on gym property and escort kids to and from their vehicle. Do not allow kids to run between cars or across the parking lot.
2. Waiting parents and adult caregivers are allowed on the gym floor only if their kids are enrolled in a parent/tot class or preschool skills clinic. Staff members are available to escort kids to and from class on the floor, if necessary.
3. Parents must actively supervise non-participating children in the lobby at all times.
4. Communicate any concerns about the class to the instructor first and the front desk next. A conference or phone call with instructors may be requested in an effort to avoid distracting them during class time or preparation time. Individual Program Directors are to be contacted if working with the instructor does not improve the situation.

What to Wear to Class

- ☑ Girls should wear a leotard or snug shorts and tank top / Boys should wear gym shorts and a t-shirt.
- ☑ Long hair must be tied back.
- ☑ Jewelry and socks (too slippery on equipment!) are not allowed.
- ☑ All personal belongings should be labeled with student's name and placed in a cubby during class.

Private Lessons

Private lessons are scheduled via the online request form on our website. If a coach's schedule and expertise fit your request, the coach will personally contact you to set up your lesson. Private lessons may only be scheduled during the time blocks listed on the website/flier. Membership must be current and lessons must be prepaid. Parents, siblings, and friends are not allowed on the gym floor during private lessons for liability reasons.

Parents Night Out

Parent's Night Out spaces must be paid for in advance to guarantee a reservation. In the event of a cancellation, parents must contact OPGA before 1:00 pm on the Saturday of PNO in order to have their payment credited to their account. Last minute cancellations after 1:00 p.m. and no shows result in no credit.

Birthday Parties

Birthday Party spaces may be verbally reserved for up to 48 hours to give the parent time to complete the Birthday Confirmation form and pay the deposit. If the birthday party is cancelled, or the time block changed, the deposit cannot be credited or refunded unless we can fill the canceled birthday slot.

Lost and Found

There is a lost and found basket behind the front desk. All unclaimed items are donated the last day of the session.

Preschool Skills Clinic

Pre-School skills clinic is for kids ages five and under. It is drop in only and signups begin on the day of the skills clinic. There is a maximum enrollment of 20 kids for safety reasons. When sign up reaches 20 kids skills clinic will be closed to further signups. Once a child is signed in and paid for, there can be no cancellation for refund or credit. Kids who are walking are considered old enough to need to be signed in and paid for. Children who are in a child carrier or parent's arms do not need to be signed in and paid for, but should NEVER be placed on the equipment or floor for liability reasons.

Parkour Jam Sessions & Tumbling Skills Clinic

The tumbling clinic is for kids ages six and older. It is drop-in only and sign-ups begin the day of the tumbling skills clinic. There is a maximum enrollment of 14 for tumbling skills clinic and parkour jam sessions. Once the maximum sign-ups are met, no more kids can participate due to safety and liability reasons.