



## Rules, Policies, & Procedures

### **1. Program Length:**

Our programs run continuously throughout the school year, September to June, with a separate 10-week summer schedule from June-August (*11 weeks in Quarter 4*). Once you are enrolled in the school year, your spot in class is held from one payment session to the next. If you would like to discontinue for any reason, you must fill out a “withdraw form” at the office at least 2 weeks prior to the beginning of the new payment quarter or you will be charged. We have waiting lists for many classes and would like to notify the families waiting of available spots.

### **2. Enrollment, Registration, Membership, and Tuition**

- We have an annual member registration fee of \$40 per child or \$50 for the family. This covers your annual insurance and gives you membership benefits, such as discounts on open gyms, events, parties, and clinics.
- Our Waiver and Acknowledgement of AAGA Rules, Policies and Procedures must be signed before the start of first class. This can be done through our parent portal.
- Tuition and registration membership fee is due upon enrollment.

### **3. Discounts**

- Family Discount: 1st child pays the full price of the most expensive tuition and each additional sibling receives 20% off.
- Additional classes: A second class for the same child is 50% off the lesser tuition.
- Military Discount: For immediate family only, 15% off the first child's tuition.

### **4. Payments, Due Dates, and Fees**

- Payments are made quarterly. Each payment is for a 10-week period (11 weeks in Q4).
- We accept Check, or Credit Card (Visa, Mastercard, Discover). With your permission, cards can be kept on file.
- Payment Due Dates are 2 weeks prior to the start of the new session.
- There will be a \$20 fee for any returned check.

### **5. Make-ups**

At AAGA we value the commitment of our students and understand that occasional class absences may occur. To accommodate missed classes, we offer a Makeup Class Policy that provides students with the opportunity to make up for missed time.

- Each enrolled student is eligible for up to two makeup classes per session. Makeup classes are subject to availability and are not guaranteed. Availability depends on open spots in other classes and instructor availability.

- Makeup classes are not available during Session 4. We allocate this session for regular classes and preparation for end-of-session events and showcases.

- To schedule a makeup class, please contact the office at least 24 hours in advance of the desired makeup class date. Makeup classes cannot be scheduled more than two weeks in advance.

While we do our best to accommodate makeup class requests, availability may be limited, and we cannot guarantee makeup classes in every case. We encourage students to prioritize attending their regular classes to ensure continuity in their learning.

## **6. Credits and Refunds**

A.A.G.A. does not give refunds. A credit in our system will be given with a valid Dr.'s note.

## **7. Email**

Email is A.A.G.A.'s main form of communication. Please make sure the office has an up to date email that you check frequently so you can receive monthly newsletters, payment reminders, coupons and event details.

## **8. Class Change**

If your schedule changes, and you need to move to another day, we will be happy to accommodate this as long as there is space in the new class. We also need 3 students to hold any class, camp or clinic.

## **9. Class Cancellations and Closings**

- If Plainville schools are closed due to inclement weather conditions, All Around Gymnastic Academy (A.A.G.A) will also be closed. In cases of school delays, we kindly request that you refer to our official Facebook page for timely updates. Additionally, please be aware that, based on changing weather conditions, A.A.G.A may make decisions regarding the opening or closing of the gym in the afternoons.
- All cancellations (snow and other major storm events and holidays) will be posted on our website, Facebook page, and recorded on the gym's answering machine. It is your responsibility to check our website first. [www.allaroundgymnasticacademy.com](http://www.allaroundgymnasticacademy.com)
- In the event of weather-related cancellations, please check Facebook first, as power outages limit our internet access for updating the website.
- Cancellations can quickly change, so we recommend checking half hour before your scheduled class.
- Depending on the day of the week, there is potential for an alternate schedule for classes falling on Halloween, day after Thanksgiving and Christmas Eve.
- AAGA will be closed on Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, and break for Christmas (25<sup>th</sup> – January 1<sup>st</sup>).
- No make-ups, credits, or refunds will be given for weather related closings that are out of A.A.G.A.'s control. Special consideration may be given at A.A.G.A.'s discretion for extensive closings.

## **10. Pro Shop**

Merchandise can be exchanged or returned only if the original tag is still attached.

## **11. Drop Off/ Pick Up**

- Children must be escorted into and out of the building. Please do not drop your child off in the parking lot.
- If you are running late for pick up, please call the office and let us know.
- If a parent is not present after 5 minutes from the scheduled pick-up time, the office will call both adult's cell numbers. If adults are unable to be reached, the emergency contact from your registration form will then be called. If we are unable to reach any family 1 hr. from the scheduled pick-up time, the local police department will be called for further assistance.

## 12. Attire

Dress to participate. All students should be barefoot. Students may wear leotards/unitards (*elastic waist shorts over them are ok*) or athletic clothing. For spotting and safety reasons, students torso (shoulders to hips) must be covered. Adults participating in preschool classes must also wear athletic attire. Clean shoes may be worn by adults. Elastic waist shorts over them are ok. Long hair must be tied back. Please no jewelry.

## 13. Lost and Found

Our lost and found is in the downstairs waiting area. It will be donated when full. A.A.G.A. is not responsible for lost items.

## 14. Food Policy

We are a "Nuts Aware Zone." Please try and refrain from bringing nut products into the facility. Only water and clear juice/sports drinks are allowed in the gym area. Please no gum!

## 15. Gym, Parents, and Safety Rules

- Please be on time. Tardiness can have a negative impact on the injury prevention process due to warm up and stretching being missed. It can also hinder the learning process, when students miss instruction.
- All students should wait in the waiting area until an instructor comes and calls them in. For safety reasons, adults and non-participating children are not allowed in the gym or on the equipment for any reason.
- Your quiet observation from the viewing area is appreciated. Parents are asked not to discipline or coach their children from the observation area. The coaching staff will deal with any behavior issues and ask for parental assistance when needed. By talking to the student during class, you undermine the authority of the instructor.
- Children not actively participating in class must always be under adult supervision while on the premises (inside and outside).
- Chairs are not allowed to be put against the balcony wall or stood upon for any reason. Please do not hang over or sit children on the balcony ledge at any time for strict safety reasons. 1' step stools are provided for better viewing.

## 16. Discipline Policy

Participation Eligibility\*; students must be able to follow the below guidelines to be able to participate in our programs.

1. Sit and listen to instruction.
2. Remain with their class (unless given permission to use the facilities or see their guardian).
3. Work Independently, allowing instructors to appropriately distribute their attention.
4. Refrain from any physical form of communication and respect the personal space of instructors and their peers.

*(Little Explorers and Me and My Shadow are still working on these 😊)*

*\* Inability to follow the above expectations may result in removal from the program for safety reasons.*

As students continue to follow the above expectations, any minor issues will be handled in the following manner;

**First Incident** - Student will receive a verbal warning and explanation as to why the behavior is inappropriate (to be done away from other students whenever possible).

**Second Incident**- Student will be asked to sit out from class activity for 5 minutes.

**Third Incident** - Student will be excused from class for the day.

## 17. Participant Age Policy

At All Around Gymnastic Academy (AAGA), we provide gymnastics instruction to a diverse group of students. Our commitment extends to ensuring age-appropriate training and a safe, enriching

environment for all participants. This policy outlines age requirements for our recreational students and competitive athletes.

- Recreational/Competitive Students – AAGA welcomes all students between 1 and 17 years of age to any of our programs.

- Students (18+)/ Off Season Practice – Please see our Team Handbook or program director for off season practice options. Competitive students who turn 18 during the current season are permitted to attend practice until the completion of the season (*June 15<sup>th</sup> of current year*)

- Students (21+) – Participants exceeding the age of 20 are not permitted to use the gym space unless they are an active AAGA employee.

## **18. Cold & Flu Policy**

At AAGA, the health and well-being of our students, staff, and the broader gymnastics community is of utmost importance. To ensure a safe and healthy environment for all, we have established the following policy regarding cold, flu, and COVID-19 symptoms, as well as the associated procedures for scheduling make-up classes.

- If a student exhibits symptoms of a cold or flu, we kindly request that parents or guardians keep them home for the day to prevent potential illness transmission within the gym.

- For students displaying symptoms of COVID-19, we adhere to the guidance provided by the Centers for Disease Control and Prevention (CDC) for returning to activities. It is imperative to follow these guidelines to safeguard the health of our gymnastics community.

- If your child is unable to attend a class due to cold, flu, or COVID-19 symptoms, please promptly notify our office by calling 508-695-2600.

- Our staff will do their best to schedule a make-up class if availability permits. To understand our make-up class policy, please refer to our official Make-Up Policy in this document.

We appreciate your understanding, cooperation, and commitment to the health and safety of our gymnastics school community.

## **19. Suggestions and Complaints**

If you ever have a question, complaint, or suggestion, please see our office staff. They will review the situation and put you in touch with the correct personnel (instructor, director, management). We thrive on being the best in what we do. We love your compliments, but we must hear the complaints too. Your input is important to us. We understand that no business is perfect and are always looking for ways to improve.

Please take this home with you and keep it for reference. All Around Gymnastic Academy wants the best possible experience for your child. To ensure this for all of our students, we need every family (parents, students, siblings) to follow these policies and procedures.

**Thank You for your cooperation and support!**

A.A.G.A. Staff