



## Parental Agreement - Policies and Procedures

### FEES:

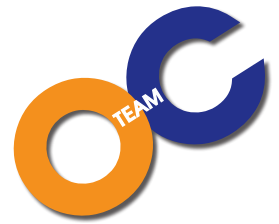
1. TEAM OC Gymnastics, Cheer and Dance ("TEAM OC") programs operate year round. Program fees are paid on a per month basis. Months are based on four classes or four weeks. If a student joins after the month has started, fees are prorated. All fees are due on or before the first day of the student's class. Once registered, your account will be billed for subsequent months until you inform the desk of non-participation. Fees are due no later than one week prior to the start of the new month in order to reserve a spot in the current class. Fees paid after the first of each month will incur an additional \$10 fee each time. Fees must be current in order to participate.
2. Each student will pay an annual membership fee of \$45. This fee is due at the time of initial registration and every year thereafter. These fees are non-refundable.
3. All program fees are non-refundable once the month/session commences.
4. Cash, check, debit card, master card, visa and auto-withdrawals may be used for tuition and other payments. Checks are to be made payable to Team OC. There is a \$25 fee for any returned check above the cost of replacing the original check. Until the account is cleared, the child may not participate in his or her class. (We will only accept cash, money order, cashier's check or a credit card transaction as repayment.)
5. Sibling discounts and second class discounts are taken off the lowest tuition.
6. We do not refund or give credit for missing a class. The only exception to this credit for future classes missed due to serious illness or injury and only with a written excuse from your doctor's office. The credit for future classes will be issued from the date we receive the excuse.
7. In the unfortunate event that TEAM OC needs to cancel a class during a month/session, we will make every effort to accommodate you with another class. If this is not possible, that portion of the session that was not provided by us will be credited to you.
8. If you begin a month mid-term, your month tuition will be pro-rated.

### CLASS MAKE-UPS:

1. We believe it is important that students attend their regular classes as make-up classes are not as effective. Continuity is lost and learning usually suffers. Uninterrupted attendance in class promotes learning and should be encouraged. However, as a courtesy if a student misses a class we do offer one make-up per month. Please keep in mind that make-ups are allowed only if:
  - a. The office was notified of the student's absence prior to his or her class.
  - b. Space is available in an age/level appropriate class.
  - c. The make-up is scheduled and taken within the month missed or the first week of the month immediately following if the missed class was the last week of the session.
  - d. Failure to attend a scheduled make-up lesson will result in forfeit of the make-up.
  - e. All make-ups are forfeited when the student drops from the program.
  - f. We do not pro-rate for unattended classes once you are officially enrolled.
  - g. If the student's class falls on a holiday that the gym is closed (Thanksgiving, Memorial Day, 4th of July, Labor Day), it is your responsibility to schedule a make-up. A missed class due to a holiday will not count as one of the allowable missed classes.
  - h. It is necessary that all make-ups are scheduled in advance. Drop-in classes are not available due to student/teacher ratios. Please call or stop by the front office to schedule your make-up class.

### SAFETY:

1. It is the responsibility of the parent to keep the Team OC office staff informed of any name, address, telephone, or E-mail changes. This is very important so we have a current emergency contact on file at all times.
2. We require that parents, siblings and visitors wait and observe from the seating/viewing area. For safety purposes, spectators must refrain from communicating with participants during class or event time.
3. Adults involved in "Parent-child" gymnastic classes are permitted on the floor during class times. Parents in these programs must sign additional waivers.
4. Use of the equipment without directions from an instructor is prohibited.
5. Participation in the warm-up portion of the class is crucial to your child's safety and to prevent injury. Please make every effort to be on time.
6. Remind your child to tell the instructor if they need to use the restroom or feel sick. (Parents of preschool age children please accompany your child to the restroom).



7. Wearing the correct attire to class is important. Student's clothing should be comfortable and permit a full range of motions. Shorts/pants worn to gymnastics must have an elastic waist without snaps or zippers and all shirts must be long enough to stay tucked in. Leotards (without skirts attached) are preferred for girls taking gymnastics. Gymnastics students are to participate barefoot and cheer students are required to wear flat soled sneakers that they don't wear outside. Dance students must have the appropriate shoes & attire for the type of dance class they are taking. Jewelry, belts and any other clothing accessories may not be worn at any time.
8. Hair must be pulled back away from the student's face.
9. It is the parent or guardian's responsibility, not the responsibility of TEAM OC to supervise the student before and after class. Students may not be in the facility or parking lot unsupervised.
10. For the safety of everyone involved, animals are prohibited in the TEAM OC building. (Guide dogs permitted).

### **GENERAL POLICIES:**

1. Arrive at least 5 minutes prior to class so you can help your child get prepared for learning. Also, take them to the restroom before class.
2. Prior to the start of each scheduled class, students should sit patiently in the viewing area until they are called for class.
3. Please do not send your child to class with a fever, running nose, or cough. We would regret exposing our students to any illness while in our facility.
4. TEAM OC is very fortunate to have a qualified staff. We make every effort to maintain the same coaching schedule. However, occasionally students have a different teacher. All staff members utilize lesson plans, but each teacher has his or her own style. Please help your child adjust to a new teacher if this occurs.
5. If you are going to be more than 15 minutes late, please call in advance. Students may not be allowed to take class if they are more than 15 minutes late. This is for safety and left to the teacher's discretion.
6. If your child is the only one who shows up for a regular class, the class may be shortened.
7. Private lessons must be paid for in advance with the front office staff. If you have scheduled a private class, we have an instructor coming to TEAM OC just for you; therefore, we need 24 hours notice of cancellation or you will be required to pay for the missed lesson.
8. If the class you request for your child is full and we can not accommodate you in any of our other classes, your child will be placed on a waiting list. We will contact you when there is availability in the class. Our scheduled classes may change during the year. It may be necessary to provide our clientele with new scheduling to meet changing needs.
9. Team OC is not responsible for lost or stolen items within or outside the facility. All valuables should be left at home. Lost and found items will be brought to the main office area and kept for one week before being donated or disposed of.
10. No food, drinks or gum are allowed in the work-out areas (water is an exception). Smoking, alcoholic beverages, and glass containers are prohibited in or around the facility.
11. Profane language is strictly prohibited.
12. Students or participants in violation of the policies and procedures will be removed from the days' instructional activities, and may lose further privileges as deemed appropriate by TEAM OC in its sole discretion.
13. Anyone loitering will be asked to leave.
14. TEAM OC reserves the right to refuse membership to anyone for any reason. We further reserve the right to refuse any student's placement into a particular class for reasons deemed necessary by TEAM OC. For the safety and enjoyment of all involved, each student's placement is ultimately TEAM OC management's decision. We reserve the right to terminate a client based on what is best for the TEAM OC program.
15. TEAM OC reserves the right in its sole discretion to remove any child, parent or guardian from the facility, and suspend and/or terminate membership or further participation for failure to follow Team OC policies and procedures.
16. Only staff members employed by TEAM OC or volunteers authorized by TEAM OC may provide instruction, coaching, or private lessons within the TEAM OC facilities.
17. Team OC reserves the right to refuse service to anyone.

TEAM OC reserves the right to revise or add to these policies and procedures at any time.