



Frequently Asked Questions

PAYMENTS

Q: When is my tuition due?

A: Tuition is due on the 1st of every month. The card on file will be charged on the 1st. If you wish to pay cash/check it must be paid before the 1st of the month to keep your student's space.

Q: Why was I charged an extra \$35/50 this month?

A: This would mean that it is your anniversary month and your Annual Registration Fee is due.

Q: Do I have to re-enroll each month?

A: Our programs use continuous enrollment. This means that each month your student is automatically re-enrolled in their class and payment is taken out automatically.

MAKE-UPS

Q: How often can we make-up a class?

A: Make-ups can be done ONCE every OTHER month, AFTER the class has been missed. Make up classes are not guaranteed so talk to the office and make sure space is available.

Q: My child was absent how do I make-up a class?

A: Gymnastics make up classes are done on Saturdays. Ask an office member for your child's specific make up time. Ninja make ups are on Thursdays at 7:30 or Saturdays at 1:30. Karate and Dance make ups happen in an already running class. For any of these you MUST have an office member put them on the attendance.

Q: Do I get to make-up the gym's for scheduled closings?

A: No. Make-up classes are only offered for days we were open, but your student was absent.

DISCOUNTS & STOPPING A CLASS

Q: Do you offer discounts, if so what are they?

A: We offer 5% off tuition for the second(+) student in the family enrolled in the same program or the 2nd class in the same program.

Q: How do I stop a class?

A: In order to stop a class a Class Stop Form must be filled out by the end of the current month, while the office is open. Drops CANNOT be processed after the new month begins; payments process on the 1st of each. We do not issue refunds or credits.