

Northern Twistars Gymnastics, Inc  
Policies and Procedures

1. Tuition is due in full by the first day of each session.
2. **Late Payment Policy** :10% late fee is billed to your account if tuition is 14 days past due. After 30 days past due your child will not be allowed to participate in class and your account will be turned over to a 3rd party debt collector resulting in additional fees billed to your account.
3. Sessions vary in number of weeks and number of classes depending on calendar, holidays, school breaks, etc. We make every attempt to notify each family by providing numerous handouts in class, flyers posted at the gym, emails, posts on Facebook, voice mail messages, website, etc. It is each family's responsibility to know or ask what dates we are closed, dates of each session/class, if we are on a break and when we will resume classes.
4. Enrollment is not guaranteed until full payment has been received. Family Accounts must be paid in full in order to enroll into the next session.
5. **Auto Enrollment** is for the convenience of our families. It is assumed you will continue enrollment from session to session. Your family account will be billed for the next session unless we are notified of a class drop.
6. **Class/Enrollment Drop** If you wish to drop the class your child is enrolled in, please fill out a Class Drop form which is available at the front desk.
7. Priority Enrollment is offered to currently enrolled families.
8. **Registration fee** is non-refundable. Fee is \$5 per student, per session.
9. Non-Sufficient Funds Returned check fee is \$30.00.
10. **Class Changes or Cancellations**: Classes, dates/times and fees may be subject to change without prior notice due to unforeseen circumstances. Every attempt will be made to notify each family in advance. It is your responsibility to update any contact information with changes.
11. **Bad Weather Policy** In case of bad weather and classes are cancelled, NTG will make every attempt to contact each family. A phone call to every student may not always be possible. Please call the office and listen to recording, check your emails, social media messages, etc.
12. **Missed Class/Make-Up Class Policy** If you miss a class, NTG does not offer a credit or a make-up class. If NTG cancels a scheduled class, arrangements will be made for a make-up class. If NTG cannot schedule a make-up class, a credit will be offered.
13. **Safety**: Students must stay off all equipment until class has started. Students should be ready to start in the designated waiting area until their class is called out onto the gym floor by their instructor.
14. **Waiting Area/Lobby**: One (1) parent of a preschool student is allowed in the preschool waiting area. Observers must stay in the designated areas and are never permitted on the gym floor or equipment. Do not leave children unattended. Gymnasts/Students waiting to be picked up must be in viewing area, not on equipment or outside. Parents must pick up their children promptly after class. NTG is only responsible for children who are enrolled in a class and during scheduled class time.
15. Not Allowed - No food, gum or soda is allowed during class time or out on the gym floor. Clear colored beverages are allowed however only in a spill proof bottle.
16. **Appropriate attire**: one piece leotards or form fitting shorts and t-shirts. NO buttons, snaps, zippers, belts, jeans, jewelry, socks or footed tights. Long hair needs to be tied up/back away from face.