



## Legacy Elite Policies and FAQs

Let us know if you don't see a day and/or time that fits into your schedule. If we can find 3 or more students for the day and time you are looking for, we can create a class. We reserve the right to cancel classes or events due to lack of participation numbers.

**REGISTRATION:** Our family information sheet and waiver form, along with all fees and tuition, must be paid in full at the time of registration. We accept cash, checks, Visa and MasterCard. There is an annual non-refundable/non-transferable \$45 registration fee per child. There is a \$25.00 service charge for all returned checks & declined cards. Once again, all tuition, events, and class payments are non-refundable & registration fee is an annual non-refundable fee. Late fee of \$25 applies after the 20<sup>th</sup>.

**DISCOUNTS:** We offer a 10% off discount on any second class your child may participate in. We also offer a 10% discount for siblings.

**NO REFUND POLICY:** There will be no refunds for class, event, or registration fees. Failure to complete class session is by choice and there will be no prorations. In the event of an "act of God" including but not limited to tornado, hurricane, fire, pandemic illness, etc. tuition is not refundable, prorated, and make up days may not be available. Exceptions to this policy must be approved by owner/management for house credit.

**MAKE-UP POLICY:** Recreational classes are allowed to make up one class. Makeup expires 30 days after missed class, and your child must be enrolled in order to use a makeup session. If at any time you wish to drop from the recreational class program, just send in a written withdrawal email before the 20<sup>th</sup> of that month and you will not be charged for the next month and will be done at the end of that month. If you fail to give an email notice before the 20<sup>th</sup> of the month you are still charged and therefore enrolled in the upcoming month. (Team Programs such as Preteam, Mighty Dragons, PreXcel, & Team- NO makeup of classes are allowed.)

**BABY DRAGON CLASS:** Only one adult with the participating child will be allowed in the gym. No siblings/relatives unless they are enrolled in a class.

**REGULAR OPEN GYM:** Each person must pay to enter gym. Parents or adults that want to join their child must also pay the open gym fee to enter the facility.

**NEW STUDENT FIRST CLASS:** Registration fee and Tuition must be paid at sign up for first class. Our guarantee is if you're unsatisfied, stop by the front desk **RIGHT AFTER** the first class, to receive a refund. Refunds are only given if you stop by the front desk **IMMEDIATELY** after the first class. No phone calls, emails, or showing up later will be accepted.

### How Does it Work?

Legacy Elite Gymnastics is a **no contract, pay by the month, year round program** with no long-term commitments. By doing this we will provide the opportunity to make smaller payments, eliminate the hassle of registering every 10 weeks, and ensure your child never loses their spot.

- We find the class that best fits your child.
- The first time you register your child, you will only pay for the prorated cost of that month, plus annual registration fee. After that your card will be billed the monthly payment on the 20<sup>th</sup> for the upcoming month.
- Your gymnast will be evaluated every 12 weeks to be sure they are in the proper class for their age and level. You will be informed at that time if a change of class is needed.
- Everyone is required to have a credit/debit card on file. Each family has the opportunity to pay by the 20<sup>th</sup> of the prior month with another form of payment. However, if payment was not made, then the card will be charged on the 20<sup>th</sup> for the upcoming month. If for any reason the card was declined, you will have until the 1<sup>st</sup> of the month to make the payment when a \$45 late fee is assessed. Children will be dropped from their class after the first of the month.
- There is no contract, if at any time you wish to drop from the program just send in a written withdrawal email at least 30 days prior to the end of the month. *If you fail to give a 30 day written notice you are still charged and therefore enrolled in the upcoming month.*
- Tuition is budgeted on a 48 week year which allows for a Holiday Break in December as well as Spring and Summer Breaks. We do not charge more for 'long' months, nor less for 'short' months.
- **\$45 Annual Membership Fee:** All members of Legacy Elite Gymnastics are required to pay a \$45 annual membership fee on the anniversary month of enrollment.

### Frequently Asked Questions

- **What if my child outgrows his/her class?** Every 12 weeks your child will have their progress assessed. On this report it will note how your child is doing and if his/her class is still a good fit for them.
- **What about missed classes?** Recreational classes are allowed to make up one class. Makeup expires 30 days after missed class, and your child must be enrolled in order to use a makeup session.
- **Can we switch classes at any time?** We are very flexible about keeping up with your schedule. If at any time you need to find another class that better fits your schedule, please call the front desk at 630-851-5437 and we will take care of it for you.
- **What if we do not want to pay with a credit card?** As long as you pay prior to the 20<sup>th</sup> of each upcoming month, you can use any form of accepted payment. However, a card is still required to be on file.
- **Is there still on-line registration?** Yes, once you register into the system one time, you'll have no need to re-register again. Changes to schedule are just a phone call away.
- **What about discounts?** There are 2 discounts offered; siblings, as well as 2nd class of each student are discounted 10%.
- **What if we want to stop a class?** There is no contract. You are paying 1 month at a time. As long as you give a 30 day written notice prior to the 1<sup>st</sup> of the upcoming month, you can quit at any time.
- **Will there be any fees for withdrawing from class?** NO. However, if you fail to give a 30 day written notice you are still charged and therefore enrolled in the upcoming month.
- **How are payments made on the months that the gym is closed for a week?** Tuition is budgeted on a 48 week year which allows for a Holiday Break in December as well as a Spring Break and Summer Break. We do not charge more for 'long' months, nor less for 'short' months. Over the year, all 12 months average four weeks providing 48 classes during the year.