

Gym Policies

Weather Policy

In general, Eagle Gymnastics will close based off the Decorah and West Union School Districts with regards to weather closings.

If school is released early due to weather, evening classes will most likely be canceled. If school is closed for the day, but weather and driving conditions improve throughout the day, we will likely hold classes.

Closings will be decided by 3:00 PM. Affected families will receive an email announcing the closure. In the event of a last-minute closure, a text message will be sent to affected families, provided we have text permissions on your account.

Weather-related closings will not be refunded. Classes may be made up at our regularly scheduled makeup classes.

Drop Procedure

Drop requests must be submitted by **Email or iClassPro**. Text messages, phone calls, and verbal requests will not be accepted.

Eagle Gymnastics requires drop requests to be submitted by the **7th of the month**. All drops will be effective on the **last day of the month**. Requests submitted after the 7th will have the following month's last day as the athlete's final day of attendance.

Athletes remain responsible for tuition while enrolled, **whether or not they attend class. There will be no refunds given.** An athlete's enrollment holds their spot in the class and prevents that spot from being offered to another athlete.

Payment Processing Policy

Tuition is due on the 10th of each month. Tuition will be automatically processed on the 10th for families with a payment method on file.

Payments may be made by **credit card, debit card, ACH, or check**. Families paying by ACH must complete an ACH authorization form. Check payments must be received by the 10th.

If payment has not been received by the 10th, the card on file will be automatically charged for the outstanding balance.

Any payment that remains unpaid after the 10th will be subject to a **\$10 fee for each week the payment is late**.

If a payment fails or is declined, Eagle Gymnastics will continue attempting to process the payment through the end of the month. If payment has not been received by the end of the month, the athlete will be **suspended from class until the outstanding balance is paid in full.**

If Eagle Gymnastics issues a refund, it will be issued by check and mailed at the **end of the month.**

Arrival and Pickup

Please be sure your athlete arrives no more than 15 minutes before his/her scheduled class time. Please pick up your athlete on time; **a \$10 fee will be charged if an athlete is left after class 15 minutes or more without notice.** Please inform us if you know you will be late picking your athlete up.

Instruct your athlete to wait inside the building until you arrive, and you should escort them from the building to your car. During peak times the parking lot may be crowded. Please take into consideration that our athletes may include young children -- **drive slowly and carefully.**

Equipment & Gym Floor Policy

Only registered athletes are permitted on the gymnastics equipment or gym floor during classes and activities. Parents, guardians, siblings, and other family members or guests are not permitted on the equipment or gym floor unless specifically authorized by Eagle Gymnastics staff.

For Mommy & Me classes, the participating parent, guardian, or adult must have a **signed waiver on file** before participating in the class or accessing the gym floor or equipment.

This policy is in place for the safety of all athletes, families, and staff.

Class Closure & Low Attendance Policy

If no athletes arrive within the first **10 minutes** of a Recreational or Preschool class, the class will be canceled.

If only **one athlete** attends a Recreational or Preschool class, the class will be limited to **30 minutes.**

For Team classes:

If no athletes arrive within the first **15 minutes**, practice will be canceled.

If only **one athlete** attends, practice will be limited to **1 hour.**

If only **two athletes** attend, practice will be limited to **2 hours.**

If **three or more athletes** attend, practice will run as scheduled.

Mommy & Me: If only one athlete attends, the coach will discuss the situation with the parent and determine the best way to proceed.

Open Gym: If no athletes arrive within the first **15 minutes**, Open Gym will be canceled.

These adjustments help ensure that training remains productive for athletes while allowing Eagle Gymnastics to operate classes efficiently when attendance is unusually low.

What to Wear/Bring

Girls may wear tucked in t-shirts and shorts OR leotards. Boys must wear tucked in t-shirts and shorts. Jewelry should not be worn during classes. Hair should be pulled up neatly and securely away from the face so that it stays up for the entire workout. Girls should not wear bows or other large hair ornaments or accessories that may cause discomfort during activity.

Personal items should be left in cubby holes in the lobby. The facility's staff will not be responsible for **ANY** items that may be lost or stolen. Be sure your athlete's personal items are marked with their name or left at home.

Makeup Policy

Because of our strict athlete-to-coach ratio, missed classes will not result in pro-rated tuition or refunds, unless otherwise stated. Make-ups will be allowed **IF space is available in a class**. No refunds for missed make-up classes, including scheduled holidays.

Class Ratios:

- Team 12 to 1
- Bronze 10 to 1
- Soaring/Mighty Eagles 8 to 1
- Eaglets/Tiny Eagles 6 to 1
- Little Flippers 7 to 1

Any missed classes must be made up in 30 days for Soaring Eagles, Mighty Eagles, Eaglets, and Tiny Eagles. Team athletes' make-ups must be scheduled within 60 days. Bronze Team athletes may only schedule make-ups in assigned make-up classes.

All make-up requests must be done by email or iClassPro via the Eagle website. Any other request will be denied, including text messages and verbal requests from parents or athletes.

If a class is full, make-ups will be denied.

All make-up requests must be submitted before 2:00 PM the day of the requested class.

All make-ups must be approved by Eagle Gymnastics. You will receive an email whether approved or denied.

Any scheduled make-up class that is missed without prior notice cannot be rescheduled and will not be refunded.

Make-ups are not guaranteed unless approved.

Athletes that attend any class without approval may be turned away or charged a convenience fee of \$30.

Anniversary Fee

All athletes will be charged an anniversary fee. This fee is good for one year or until you drop out of the program.

Policy Agreement

By enrolling in or attending any class, program, event, or activity at Eagle Gymnastics, the athlete and their parent/guardian agree to comply with all Eagle Gymnastics policies and procedures.

The policy agreement is provided through iClassPro and should be completed by the parent/guardian. **Failure to complete the electronic policy agreement does not exempt an athlete or parent/guardian from Eagle Gymnastics policies. Continued enrollment or participation constitutes acknowledgment and acceptance of these policies.**

Eagle Gymnastics reserves the right to require a completed policy agreement as a condition of continued participation.

Billing Authorization

I represent and warrant that if I am purchasing something or paying for a service from this facility or from other merchants through this facility that (i) any credit card or bank account draft (ACH Draft) information I supply is true and complete, (ii) charges incurred by me will be honored by my credit card company or financial institution, and (iii) I will pay the charges incurred by me at the posted prices, including any applicable taxes, fees, and penalties.

I hereby authorize (if online payment is made or autopay information is provided) this facility to charge my ACH draft, or credit card account. I understand that a 30 day written notice is required to terminate billing and **I am responsible for payment whether or not my student attends classes until I notify this facility in writing to drop my student from class(es).**

Should I dispute a charge through my financial institution this will constitute a breach of contract possibly resulting in, but not limited to, penalties, additional fees, collection, legal action, and/or termination of any and/or all current and future services.