



Virginia Techniques Procedures and Policies

Welcome to Virginia Techniques Gymnastics! Thank you for entrusting your child to us. Our mission at Virginia Techniques Gymnastics is for students to reach their full potential safely, happily, and successfully. Our structured programs help kids develop self-esteem, confidence, coordination, flexibility and strength while having fun! Our small student-to-coach ratios allow our coaches to give each child the personal attention they need to learn new skills and reach their goals.

REGISTRATION

Each student must have a completed *Registration and Medical Authorization Form* and *Release of Liability Waiver* on file prior to class participation. You are responsible for maintaining accurate family records. **Please notify the office if any of your information changes including insurance, address, email, telephone, or emergency contact.**

ENROLLMENT

Once your child is enrolled at VTGI she/he will be enrolled until we are notified otherwise. If for any reason you wish to end your child's enrollment you must submit a **written** notice to the office at least 10 days in advance (see Withdrawal Policy below for more information). VTGI holds a spot for your child in her/his class. To provide the best instruction possible, we need an accurate record of students in each class. **Failure to provide a written drop notice before the first of a month will result in a \$10 processing fee.**

PAYMENT POLICIES

Tuition – Tuition is paid in advance and is due by the 7th of each month. Payments may be dropped in the tuition box in the gym or mailed to: VA Techniques, 1550 Roanoke St, Suite C, Christiansburg, VA 24073. Mailed payments must be postmarked by the 7th. You may also enroll in our auto pay feature or pay online using the parent portal to avoid late fees. Please include your child's first and last name and class in the memo line of your check. Tuition is the same EVERY month regardless of the number of weeks of class. VTGI does not charge extra for months with 5 classes and therefore does not prorate for months with 3 classes.

Membership Fee – A \$38 membership fee is charged annually for each family when registering for class. This non-refundable fee is renewable each year on your anniversary date.

Forms of Payment – We accept cash, check, VISA, MasterCard, and Discover. We encourage you to enroll in our auto pay feature which allows your tuition to be paid by credit card or check. You may also pay online using our parent portal at www.vatechniques.com

Late Fee – A \$10 late fee will be charged if your tuition is received or postmarked after the 7th.

Discounts – We offer sibling discounts as well as multi-class discounts. Details are available in the office.

Prorated Tuition – Tuition will be prorated only for new students registering for class in the middle of the month. **Tuition will NOT be prorated for students missing class for illness or other activities or dropping class in the middle of the month.** Please see our make-up policy if your child misses a class.

Returned Check Fee – A \$25 fee will be charged for all checks and payments returned for non-sufficient funds or other reasons.

Non-Payment – If your account is a month or more past due, your child will not be permitted to continue participating in class and his/her class spot may be forfeited. All fees must be paid and your account must be current before your child will be readmitted. VA Techniques will pursue collection of past due fees and may employ a collection agency to ensure payment.

Payment reminders are sent at the end of the month via email for the next month. These are only reminders, however, and you are responsible for timely payment whether or not you receive the email. You are also responsible for timely payment even if your child misses the first week of class.

REFERRAL POLICY

A \$10 tuition credit will be credited to your account for each new student you refer to VA Techniques.

WITHDRAWAL POLICY

If your child decides to withdraw from classes at VTGI, please notify the office **in writing** as soon as possible and at least 10 days before the end of the month. **Please note: while we appreciate you letting your child's coach know when your child will be withdrawing from class, you must notify the office in writing to be "officially" dropped and stop future charges to your account.** There will be NO tuition proration if your child withdraws in the middle of a month. Failure to provide a written drop notice to VTGI before the first of a month will result in a \$10 processing fee. Written notices may be given via email or by filling out the Class Withdrawal Form available in the office.

MAKE-UP POLICY

If your child must miss a class, she/he is entitled to one make-up class each month. You should schedule your make-up class in the office at least 7 days in advance. If a make-up class is not available that fits your schedule, your child will receive an Open Gym coupon instead.

SWITCHING CLASSES/MOVING UP

If your schedule changes and you need to switch classes or your child is invited to move to a more advanced class, please notify the office as soon as possible and before your child's last class. This will allow your child's current coach to communicate with his/her future coach and ensure a smooth transition between classes. **All switches and move-ups are scheduled for the beginning of the month.** Please note: while we appreciate you letting your child's coach know when your child will be switching classes, you must notify the office to be "officially" transferred to the new class and to ensure proper billing.



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INCLEMENT WEATHER POLICY

Gym delays, closings, and event cancellations will be posted on the website and emailed to all families scheduled for class on the closing day. In the event of bad weather, please visit www.vatechniques.com, check your email, or call (540) 381-5151. Whenever possible, morning closings will be determined two hours before class and evening closings will be announced by 3 pm. Obviously, with developing storms we will make decisions as soon as possible. **We do NOT follow the Montgomery County Public School closing schedule.**

CLASSES

Our Preschool, Instructional, and Tumble and Trampoline programs offer excellent instruction for kids from walking to 22 years. Our classes develop strength, flexibility and skills based on progressive gymnastics. Gymnasts are placed in classes by skill level and age. Each class consists of three levels: yellow, red, and blue. Each gymnast begins at level 1 (yellow) and works toward level 3 (blue). Students are recognized during ribbon weeks (in May, August, and December) and are awarded a colored ribbon corresponding to their passed level. Each class is designed to ensure each gymnast reaches their full potential safely, happily, and successfully. More information about our classes can be found online at www.vatechniques.com

ILLNESS/INJURY POLICY

Before Class - Please notify your child's coach if he/she is experiencing any issues that may impact participation in class, including illnesses, sprains, broken bones, etc. If your child is contagious, please skip class and schedule a make-up class when your child is healthy.

During Class - Minor injuries will be treated by your child's coach. Treatment may include ice, tape, bandages, etc. Ibuprofen and other medicines will not be administered by coaches. If your child suffers a more serious injury, we will attempt to reach you by phone (calling in the following order): 1. Cell phone, 2. Home phone, 3. Work phone, 4. Emergency contact. Please make sure to keep all your information current.

WHAT TO WEAR

Children should wear comfortable clothing - a leotard or shorts and a t-shirt. Socks, shoes, dangling earrings and jewelry should not be worn during class. Children with long hair should wear their hair in a ponytail. Cubbies are provided for shoes, coats, clothing, etc. VTGI cannot be responsible for items left in the cubbies or lobby.

DROP OFF/PICK UP

For the safety of our students, we encourage parents to accompany their students into the building before class and out of the building after class. Please notify the office if someone other than the registered parent or guardian will be picking up your child. Help make your child's transition to and from class as smooth as possible by being punctual for drop off and pick up.

OBSERVATION

Parents are always welcome to observe our classes. **Parents must remain in the observation area and should never be on the gymnastics floor or equipment.** If your child arrives late and needs to be escorted to class, please contact a staff member. To ensure his or her safety, please do not talk to or otherwise distract your child during class.

SIBLINGS

Siblings must remain in the observation area and should never be on the gymnastics floor or equipment. Parents are responsible for their children at all times and should ensure their children do not play in the pro shop, restrooms, or offices.

HOLIDAY CLOSINGS

The gym will typically be closed on the following days:

Easter	Easter Sunday	Labor Day	Labor Day (Monday only)
Memorial Day	Memorial Day WEEKEND (Saturday – Monday)	Thanksgiving	Thanksgiving Weekend (Thursday – Sunday)
Independence Day	July 4	Christmas/New Year's	<i>Varies depending on the day Christmas falls each year.</i> Minimally, December 24 – January 1

QUESTIONS

Please contact a VA Techniques staff member if you have any questions or concerns.

Questions about invoices or billing?	Questions about your child's progress or behavior in class?	Questions about our programs?	If issues are not satisfactorily resolved, our owner/director is always happy to speak with you
Lara Hopkins, Office Manager Lara@vatechniques.com	Contact your child's coach before or after class (please do not distract coaches during class)	Amanda Murray, Preschool AmandaMurray@vatechniques.com Amanda Moyer, Instructional, T & T Amanda@vatechniques.com	Amanda Moyer, General Manager Amanda@vatechniques.com Cheryl Johnson, Owner Cheryl@vatechniques.com