

# Frequently Asked Questions (FAQ)

## **When does registration begin?**

Online registration for our School Year Schedule opens in July. The School Year Schedule runs month-to-month through May.

Enrollment for our Summer Schedule opens in April and runs month to month June through August.

Once classes are full, you may register for our waiting list, and we will contact you by email as soon as a spot becomes available.

## **Do we have to enroll each month?**

Enrollments automatically roll over into the next month. Unless we receive written notice via email before the start of the new month, you are responsible for that month's tuition to hold your child's spot.

Once billing is processed and the month begins, payment is required in full, regardless of attendance.

Example: If your child will not continue in November, you must email us before November 1st to avoid being responsible for November tuition.

## **Is there a membership fee to join Prestige?**

A one-time, non-refundable fee of \$100 per family will be charged to your account upon enrollment.

This fee covers the whole family for the school year and gives you the discounted open gym rate as well as a discounted rate for birthday parties. These discounts are for actively enrolled students.

## **How do we pay tuition?**

Tuition is billed to the credit card on file on the 5th of each month. All families must have a card on file.

To set up autopay: Log into your Parent Portal. Click Payments. Click Add Payment Method. Check the box: "This payment method is authorized for recurring billing." Enter your credit card information.

Payments received after the 15th of each month will be assessed a \$50 late fee.

The monthly fee covers four classes per month. If there are five class days in a month, the fifth class may be used to balance out shorter months or holidays when the gym is closed. If no adjustments are needed, the fifth class is considered a bonus class at no extra cost.

## **What if my gymnast misses a class?**

If your gymnast misses a class, you may email us at [prestigegympayments@gmail.com](mailto:prestigegympayments@gmail.com) to schedule a make-up class on another day of the week.

### Make-Up Class Policy

To schedule: Email [prestigegympayments@gmail.com](mailto:prestigegympayments@gmail.com)

Option: Choose a make-up class or request free open gym passes

- Limit: 2 make-ups per month
- Must be scheduled within 6 weeks of missed class
- Child must be currently enrolled in a class to use make-ups
- School Year make-ups do not roll into Summer
- Summer make-ups do not roll into School Year
- No refunds or credits for missed classes

## **What should my gymnast wear?**

Girls: Leotard, or leotard with shorts, fitted tank top or t-shirt with shorts

Boys: Shorts and a t-shirt

Hair: Pulled back away from the face

Feet: Barefoot

Please avoid crop tops, cami tanks, ballet skirts, extremely loose fitted clothing, shorts with zippers/buckles, dangling earrings, necklaces, rings

## **What do we do when we come for class?**

All gymnasts will enter through the lobby and must check in upon arrival. To check in, use one of the iPads in the lobby:

Enter the main phone number on file.

Select your child's name. Tap Check In and then I'm Done. Your child must be currently enrolled in a class (or make-up class) to check in. All gymnasts are required to check in before each class.

After check-in, students should:

Come dressed and ready for class.

Place shoes in the bins located at the gym entrance.

Wait in their designated area until class begins:

- Preschool → Elephant dot area Beginner
- Girls 5–7 → Purple dot area
- Intermediate Girls → Green dot area
- Beginner Girls 8+ & Advanced Girls → Black dot area
- Boys Classes → Black wall near the restrooms

Beginner, Intermediate, and Advanced classes begin with interactive activities, stretching, and cardio basics in the warm-up area outside the lobby.

All classes include a detailed group warm-up before going with instructors to their first event.

Parent-Tot and Preschool classes will go directly with their instructor for warm-up.

## **When is my gymnast ready to move up?**

Our experienced coaches continuously evaluate each gymnast's progress. A gymnast is ready to move up when they have achieved all required skills on every event and feel confident at their current level.

Your child's coach will notify you (and our office) when it's time to move up, and we will work with you to find a new class that fits your schedule.

Please note: attempting to "fast track" a gymnast may cause them to skip crucial progressions, which can be detrimental to their development.

## **Can I stay to watch my child?**

Parents and visitors are welcome to observe classes from our balcony or outside the garage doors weather permitting. Children who are not enrolled in a current class must remain with an adult at all times during observation.

For safety, no children or adults are permitted on the gym floor or equipment without staff supervision.