



**IMPACT GYMNASTICS ACADEMY**  
Impacting children & families for life!

**Impact Gymnastics Academy**  
7812 North 12<sup>th</sup> Street Suite B  
Phoenix, AZ 85020  
Impactgymaz.com

**CLASSES:** Classes are based on a 48-week tuition cycle. Tuition will be billed monthly. Some months have 5 weeks and others have 3 weeks; the schedule is designed based on a 48-week year that averages 4 classes per month. You can join at any time. If you join in the middle of the month, your tuition will be pro-rated. To withdraw from a class, you **MUST** do so by using the app or parent portal. Notification of a withdrawal must be received by Impact Gymnastics Academy by the 20<sup>th</sup> of the month prior to the billing on the 25<sup>th</sup> to avoid being billed for the month.

**PAYMENT POLICIES:** Payment is due by the 25<sup>th</sup> of the month prior to the start of a new month. Autopay is required to be registered in classes. If tuition is not paid prior to the 25<sup>th</sup>, auto-pay will run. If tuition is not paid by the 1<sup>st</sup> of the month, a late fee of \$25 will be applied to your account. If tuition is not paid by the 7<sup>th</sup> of the month, we reserve the right to drop the student from class(es). Payment can be made via cash, check, credit card or through the Parent Portal. The annual registration fee is due every 12 months from your enrollment date. A credit card fee of \$15 will be assessed on declined auto-pay after three days of attempts to run tuition.

**ATTENDANCE:** When you register for a class, you are paying for your child's **place in class, NOT THEIR ATTENDANCE**. We cannot be responsible for your child's attendance. We do not pro-rate, refund or carry forward fees for classes missed. If your child is more than 15 minutes late for class, they must schedule a make-up. It is dangerous for your child to join a class that has already warmed up and stretched out and thus, late arrivals will not be able to attend that class. Please bring your child to class prepared with their hair pulled back and in the proper gym attire (no loose clothing or dangling jewelry). No socks, tutus, or shoes please!

**MAKE-UP POLICY:** Tuition reserves your child's place in class for the month which is paid. We are happy to offer make-up classes based on space and availability in the same level of class. If you schedule a make-up class and miss that class, you will **NOT** be given a makeup for your missed make-up class. *Students must be currently enrolled in class and your billing account must be current to be eligible to do a make-up. Make-up classes must be completed within twelve months of the missed class(es). Make-ups will not be scheduled more than two weeks in advance and no more than two at a time can be scheduled.* You can request the make-up class through the Customer Portal, utilizing a make-up token to schedule. Make-up classes may only be scheduled after the enrolled class is missed. Make-up tokens can also be used for Open Gyms. Make-up tokens hold **NO FINANCIAL VALUE** and cannot be used in lieu of paying tuition. **YOUR STUDENT MUST BE MARKED ABSENT AT LEAST AN HOUR BEFORE THE START OF CLASS TO RECEIVE A MAKE-UP TOKEN.** This action can only be accomplished by accessing the parent portal or the app.

**PARENT OBSERVATION:** Parents are welcome to watch from our viewing area. Please do not talk or coach your children from the viewing area when they are in class. This causes a distraction that can lead to injury. Never leave children, not in class, unattended. If parents choose not to stay and watch practice, they are **EXPECTED** to come **INSIDE** and pick up their children after class. It is **NEVER** acceptable for a child to leave the building without a parent. ***Please discuss this rule with your child.***

**ADVANCING LEVELS:** There is a set criterion for each class level. When the student has mastered 100% of the skills for that level, they will be awarded a medal and will advance to the next level. Advancing levels is done individually. Factors that affect advancement are physical abilities, (strength & flexibility.) The students will be evaluated quarterly. You can access your child's skill chart on the app. If you have questions about your child's progress, please feel free to talk to the coach.