



FLYING HIGH SPORTS AND REC CENTER POLICIES AND PROCEDURES

FLYING HIGH offers year round programming. Flying High is closed on many major holidays. Please refer to the Price & Session Schedule and/or our session board (located at the front desk) for days we will be closed.

1. Tuition is based on six-week sessions (unless stated otherwise). A registration fee of \$35.00 is required annually on the anniversary of your start date to cover insurance and membership costs.
2. In the event a student is not enrolled in classes for 2 consecutive sessions, his/her Registration insurance becomes inactive. Upon return, the annual Registration fee will be due.
3. **Priority Deadline:** This term is used to refer to our payment deadline. Priority placement is given to all those who meet this deadline. You will receive an invoice via email approximately two weeks before the Priority Deadline. If you have missed **Priority Deadline**, we will try our best to place your child into a class, but their current spot may not be guaranteed.
4. **Automatic Credit Card Agreement:** Payments are due by the Saturday ending week 4 of every session for the following session (THIS DATE IS THE PRIORITY DEADLINE). Your credit card will be charged the Monday after every **Priority Deadline (PD)**. If you wish to make payment in another form, you will need to submit this by the PD. In the event that you wish to discontinue or update your card, you will need to inform FH in writing, before the next PD. You will receive an invoice via email approximately two weeks before the Priority Deadline. It is your responsibility to review the invoice and question any charges prior to this DEADLINE. Any declined payment will be charged a \$10 re-processing fee.
5. **100% tuition back guarantee!** For families brand new to Flying High, if after your first session of classes you are not entirely happy, Flying High will gladly refund 100% of your tuition.
6. Refunds: If you quit during a session that has already been paid for, a credit will be issued to your account and will remain on file for one year, but refunds will not be given. If you quit before a session begins, and you have already paid for that upcoming session, a refund will be issued with a \$10 processing fee taken out. Credits will also be given for doctor notes.

7. Make-ups: Students are issued one make-up per session. In order to schedule a make-up please inform the front desk of your child's absence. All make-ups need to be scheduled in advance with the front desk. Missed classes may be made up anytime within the session of the absence or the session immediately following. **NO REFUNDS WILL BE GIVEN FOR MISSED CLASSES!** *If the gym is closed on your child's class day because of a holiday, your child will be issued an extra make-up class for that session. In the event the gym must close due to reasons beyond our control (ie: power outage, tornado, snow, excessive temperatures, etc.) make-ups will be given if the class is disrupted prior to mid-class. ***THESE CLOSINGS WILL BE ANNOUNCED THROUGH EMAIL AND POSTED ON FACEBOOK. ***
8. Private Lessons and Special Events are available to all interested children. Please see the front desk for pricing information for each program. **Your account will be charged if the private lesson or special event is cancelled within 24 hours of the scheduled lesson/event.**
9. Welcome Packets are given upon enrollment of each Program. Participants are expected to adhere to all rules including attire specific to each Program
10. Warm-Up: For your child's safety, please arrive on time. The warm-up is a very important part of your child's class and is required for safety reasons. All participants should be dropped off no more than ten minutes early.
11. Late Pick-Up: We encourage you to pick up your child immediately after class. Students who are repeatedly picked up more than 15 minutes later than the end of class will be billed \$5.00 for every five minutes beyond the time the class has ended.
12. Due to insurance restrictions and for safety reasons, parents, siblings, friends and those not enrolled in class must remain outside the gym area during class times. Our viewing room is equipped with windows. Please refrain from entering the gym or attempting to coach your children through the windows.
13. We reserve the right to cancel a particular class due to insufficient class enrollment. Students will either be rescheduled to another class, or tuition for remaining classes will be refunded, at your discretion.
14. There is a \$20.00 fee for all returned checks and a \$10 re-processing fee for declined credit cards.
15. Should it become necessary for us to utilize the services of an outside collection agency in order to collect the amount which are due and owed by you under the terms of our registration form, you will be held liable for any and all collection agency fees and/or attorney fees which will be approximately 35% over and above your actual outstanding balance. Further, information that is helpful or necessary for collection purposes will be forwarded to our professional collection agency.

I have received this copy of the FLYING HIGH Rules & Policies along with the Price Schedule. I have read and agree to the terms stated above. Additionally, I understand that FLYING HIGH reserves the right to change, add, delete or otherwise revise the above Rules and Policies as deemed necessary.

PRINTED PARENT NAME: _____

SIGNATURE:(parent) _____

DATE: _____