

## **TG is Going Monthly!**

TG Customers & Staff:

As of January 1, 2014 the Recreational and Preschool programs will be following suit of our Team programs by going monthly on an auto-enroll and auto-payment plan.

### **How it works:**

You can pay with check or cash one week before the 1<sup>st</sup> of the month. However, we **MUST** have a Visa or MasterCard (debit or credit card) on file.

Any payment not made prior to the 1<sup>st</sup> of the month will be charged to the card on file.

If this payment does not go through or the credit card is expired, you will receive an email notification of an error processing payment. Families will get a 48 hour grace period to contact Troy Gymnastics and bring their account up to date.

### **Holidays & Make-Up Classes:**

All students are allowed (2) make-ups per month.

Make-ups for a missed class can be done in the same class type on a different day/time in which your child is enrolled providing (a) the class has space and (b) the make-up has been scheduled with the office prior to the class start time. Students must be scheduled for the make-up. This keeps classes from going over ratio and provides quality learning & a safe setting for your child and the other children in that class.

Make-ups can also be done in any age appropriate open gym.

Troy Gymnastics is closed on most major holidays. If your child is enrolled in a class that falls on a holiday, they will be able to get a make-up class in addition to the (2) make-up classes that are already offered.

Make-up classes can be scheduled for the month before, the month during, or the month after your child's absence. Contact the office to schedule any make-up classes.

### **How Do I Stop Attending?:**

To stop attending classes, Troy Gymnastics needs to receive a notification through email. Simply send an email with your **child's name and class day & time** to [drop@troygymnastics.com](mailto:drop@troygymnastics.com). We ask for a written notification via email so both parties have this request in writing for their records.

Requests to drop classes **MUST** be submitted through email at least **(7) days before the first of the month**. Your credit card will not be charged for the next month's enrollment.

Failure to email us (7) days prior to the first of the month will result in your child's continued enrollment in our program and the payment will be charged to your account.

### **How do I Start?:**

*Current customers* will need to access their online account and accept the waiver, if you have not yet done so prior to enrollment. *New customers* will need to create an online account and accept the waiver prior to enrollment. If you have previously been to Troy Gymnastics, you already have an online account. Please do not create a second account.