

Club's Rules and Policies:

1) At registration time:

- Please read the policies, the cancellation policies and the rules of conduct;
- Please print the child's name as it appears on their birth certificate;
- Registration forms can be filled out by any relative, but the child's parent or legal guardian must sign the form and his/her name must appear on the registration form;
- Any information on the form can only be released to the persons on the contact list provided on the registration form;
- Once your registration is submitted, you will receive an automated e-mail, which is proof that the registration was received. Keep it so you know the credit card you have used and the program you have registered for. No payment is taken until the registration is processed;
- Once we receive your registration, allow us 2-5 days to process it. At this time, your payment will be taken and a second e-mail will be sent to you confirming the day, time and the amount that was charged. Registrations are processed in the order they have been received. Registrations received after June 18, 2018 will be processed in order received, after August 7, 2018 and confirmation will be sent only after that date;
- If we CANNOT process your payment, you will be informed to re-register and spot will not be saved.

2) Payments:

- You have the option to pay by credit card, interact, e-transfer, cheques and cash;
- Before September 2018: if you choose to pay by cash, cheque, interact please be aware that we will only hold the spot for 48 hours. You must come and make payment(s) in person for that time has elapsed. If you choose to pay in instalments (two payments or four payments options) by cash, interact or cheques we require a valid credit card (Visa Debit is not accepted) as security;
- IF YOU REGISTER BETWEEN June18 AND August 7: Your registration will be processed after August 7, as the club is closed during summer. In this case, to secure your spot, please pay by a valid credit card, or you will have 48 hours to respond to our e-mail and stop by the gym after August 7, to make payments by cash, interact or e-transfer only;
- IF YOU REGISTER BETWEEN THE END OF SEPTEMBER AND MID-DECEMBER: you can only pay in one installment or two installments (four installment option will not be available for late registrations);
- IF YOU REGISTER FOR THE SPRING SESSION: you can only pay in one installment.

When paying by:

Visa: We can provide you the credit card receipts when requested and will be your proof of your payment;

Cheques: Your cancelled cheque(s) will be your proof of payment (or take a picture of the cheque(s) before you submitted it/ them to us);

Cash: Your receipt for cash will be issued at payment time in your child's name;

Interac: Your receipt at the time of transaction will be your proof of payment;

e-transfer: Your e-transfer will be accepted ONLY if we can provide you the required class, day and time. The password MUST be the child date of birth: YYYYMMDD. If the amount is not correct, we will refuse the transaction. Please send your e-transfer to

gymstarsdeposit@gmail.com

3) During the season:

- Gymnasts are required to wear a gym suit (any color, any style) Gymnasts can wear layers over the gym suit (eg. leggings, T-shirt);
- For safety reasons, please avoid gym suits with a tutu/skirt attached;
- Boys can wear tight fitted shorts/track pants and a T-shirt;
- Gymnasts are to be bare footed;
- Gymnasts are to have hair tied up (ponytails, braids, etc.);
- Please leave all jewellery and valuables at home;
- Gymnasts must be healthy to participate. Any gymnasts complaining of pain or feeling sick will be asked to sit and parents will be called to pick them up;
- Gymnasts MUST be respectful to coaches and other gymnasts and must follow directions given. The club has the right to restrict anyone from participating if we believe they are endangering others or themselves. A parent meeting will be scheduled if misbehaving attitude happens more than once. The Club reserves the right to terminate the membership with no refund, if we can't work together in following Club's Rules.
- Parents, grandparents or any other adult that drops or picks up the child must follow the Club's Rules:
 - no parents in the gym unless the child is registered in a child/parent class
 - no coaching children from the sidelines
 - no rude remarks about coaches or other gymnasts
 - improper language towards kids, coaches or other parents will not be tolerated
 - verbal, or physical abuse towards children, or any other person is not accepted
- Gymnasts must be dropped off inside the gym and picked up from inside. Gymnasts MUST be informed by parents that they are not allowed to wait for their ride outside the building.
- Parents MUST be on time to pick up their children.

Parent's information:

- Through the season (September to June) there will be two (2) newsletters sent to you via e-mail. We will be using the e-mail address provided with your registration. The newsletters are sent in November and May. A sample will be posted on the bulletin board. NO PAPER COPIES will be handed out. Please make sure to check your e-mail (including spam) and let us know if you do not receive it.
- Make-up weeks will be offered through the season, so the gymnasts have a chance to make up classes missed due to personal reasons or increment weather.
- Keeping the communication flow between office/head coach/coach and the parents is very important to your child and to us to improve programs and offer you the best for your child. Please contact us by e-mail ONLY at gymstarsinfo@gmail.com
- We consider all suggestions and complaints and work with everyone to better the programs and to make learning pleasant and positive for the children.
- Incidents and accidents MUST be recorded by the club. Please read the report and you may need to sign it.
- If your child will miss 8 weeks or more due to an injury, please bring us the original Medical Doctor's note (signed and dated) and the date she/he is allowed to return to practice. A credit note will be issued and will be valid until Dec.15, 2019. Credit notes are not transferable to other children and are to be used only by the child that was issued for.
- When registering two or more children, we offer a discount of 10%. The discount is applied to the less expensive program. Discount is applied per payment and NOT in bulk.
- You can change payment options before your child's third class only.
- Statutory holidays when the club will be closed, are not calculated in the 37 weeks provided during the season, so is not necessary to attend make-up classes. Information on closures will be posted on the bulletin board, Facebook page and We site and also in one of the two yearly newsletters provided to you via e-mail.

YEAR-END SHOW:

- In June, the gymnasts have a Year End Performance. It is not mandatory to participate, however, they MUST participate during their class and learn and practice the routine with their classmates. Parents MUST buy tickets to attend the show. For the safety of the gymnast, every member attending the show, must be accompanied by an adult. During the shows week, there will NOT be regular classes and no make-up classes will be provided for that particular time. Detailed information about the shows will be provided in the May newsletter.