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## **ROOTS MOVEMENT ARTS CENTER: NEED TO KNOW POLICIES**

**Dress Code:** All children should remove jewelry and tie shoulder length hair back. Leotards are required for all girls in gymnastics classes level 1 and above. Boys are encouraged to wear a fitted tank top that will not slide/fall up when tumbling. Dress code requirements for dance classes vary by genre, please visit <https://www.rootsacrosports.com/rootsdancestudio> for individual class requirements. Preschool aged gymnasts are suggested to wear comfortable athletic attire.

**AutoPay Policies:** If you have opted to save payment information on file, your child will be automatically enrolled in next month's classes, and the saved payment method will be charged on the 21st of each month. You have until the 20th to notify the office of any changes to your enrollment. If changes are made after the payment has been processed on the 21st, we can credit your gymnastics account, provided we receive your notification before the start of the next session. This credit can be used towards any services in the gym, as we do not offer refunds. Please note that declined payments will incur a \$10 late fee.

**PDD (Priority Due Date):** If you have chosen not to save payment information on file, you must re-enroll and pay by the Priority Due Date of the 20th each month to secure your child's spot for the following month. If you are unable to meet this deadline, please inform the office promptly so we can make alternative arrangements. A \$10 late fee will apply for team members who miss the deadline, and non-team members may risk losing their spot for next month's classes. I time allows, we may make a courtesy phone call to new families as a reminder. However, after the due date, your child's spot is not guaranteed, and enrollment will open to waitlists and new students on the 23rd of the month.

**Missed Class Make-Up Policy:** Tuition reserves a spot in class regardless of attendance. As a courtesy, we offer make-up classes when they do not compromise the safety or quality of the class. Make-ups are considered a privilege and may be refused if they affect the safety or experience of other students. We allow one make-up per monthly session, which must be completed within 2 weeks of the missed class and scheduled with the front office. Please note that team classes do not have make-up options.

**Un-enrolling from Class:** To discontinue enrollment, please notify us in writing by the 20th of the month for the next session. Tuition covers the spot in class for the calendar month regardless of attendance. Stopping enrollment mid-session does not qualify your account for a refund or credit, as the tuition is for a reserved spot that we may have turned away other clients for.

**Fall & Summer Class Schedules:** Our class schedules change for summer and the new school year. Registration for summer classes is on a first-come, first-served basis, and the Priority Due Date does not apply for June. We recommend enrolling around May 1st for summer classes. For the start of the new school year, we suggest enrolling around August 1st for September classes. Please note that AutoPay clients will not have their spots automatically saved for summer or fall sessions. You will need to check for our new schedules and enroll in your desired classes.