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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.

**PDD (Priority Due Date):** Our Priority Due Date is the **20th** of every month. To save your child's spot in class for the next month you must re-enroll and pay by this date. If a circumstance arises and this deadline is not possible, **please let the office know in a timely manner so we can make alternative arrangements. Failure to pay by the 20th of the month will result in a \$10 late fee for team members and potentially losing your spot for non-team members.**

\*If time allows, we will make a single "courtesy phone call" to new families to remind you of our priority due date. After the due date your child's spot is not guaranteed in class; we open our enrollment on the 23rd of the month to waitlists and new students.

**AutoPay Policies:** If you have opted to save a credit card on file, your child will automatically be enrolled. You have until the 20th to make changes to your enrollment. After we run your card on the 21st, payments may only be credited to the gymnastics account, not refunded back onto the card when notified before the next session starts. This credit can be used towards anything in the gym. Declined payments will result in a \$10.00 late fee. If the time comes where you would like to un-enroll, notification must be in writing prior to the 20th of the previous month.

**Schedule Changes:** Our class schedule changes for summer. Registering for summer classes is first come, first serve, **PDD does not apply for June.** We recommend enrolling around May 1<sup>st</sup> for summer classes. The same applies for the start of the new school year. We recommend enrolling around August 1<sup>st</sup> for September classes.

\***AUTO PAY CLIENTS Your spot is NOT saved on May 20<sup>th</sup> or on August 20<sup>th</sup>.** Check our new schedules then enroll for the class of your choice. Our schedule changes for June and then again for Sept so we are unable to auto enroll for these summer and fall session

**Missed Class Make-Up Policy:** Your tuition pays for a spot in class, regardless of attendance. However, as a courtesy, we offer make-up classes when doing so does not jeopardize the safety and quality of a class. Make-ups are a privilege. We reserve the right to refuse to offer a make-up if we feel it affects the safety or lessens the experience of those children who have registered and paid for that class. We allow one make-up per monthly session. This make-up must be within 2 weeks of the missed class and scheduled with the front office. Team classes do not have a make-up option.

**Un-enrolling from Class:** As stated above, we ask that you let us know of any enrollment changes by the 20th of the month for the next session. When you have paid for the month of classes, your tuition covers the spot in class, regardless of attendance. Stopping enrollment mid-session does not qualify your account for a refund or a credit, as your tuition is paying for a spot that we have turned other clients away for. Notification must be in writing.