

# Important policies

## Refund Policies

### Classes

Your registration fee pays for a class spot for the entire session, regardless of attendance. If the Class is cancelled due to a storm, power outage, natural disaster, pandemic etc.), no refunds will be given.

Classes may be cancelled, changed or rescheduled, based on registration numbers, at the sole discretion of the Program Director. Due to coach/athlete ratios, make-up classes are not available Fees are calculated based on planned classes.

Refunds are only given up to one week prior to the start of the session (Fall, Winter, Spring, Summer) and will incur a \$50.00 administration fee.

Refunds for program withdrawals are only permitted for medical reasons with a note from the doctor and will be applied from the time the note is presented to, and approved by, the General Manager.

If you request a transfer to another class, we will try to accommodate you depending on available space. A \$15 service charge will apply.

Everyone who participates in any program at TRYumph must be a member of our Academy. Part of your membership fee covers your insurance costs through Gymnastics Ontario. Membership fee: \$55 +HST. **No refunds are given for Membership Fees**

### Camps

Refunds for March Break and Summer Camps will be given up to 5 weeks before the start of the camp season and will incur a \$65.00 administration fee.

Refunds for PD Day Camps will be given up to one week prior to the start of the camp and will incur a \$50.00 administration fee.

### Birthday Parties

Fees are to be paid upon booking. To receive a refund, you must cancel four weeks in advance. A \$55 service charge will be applied.

## Club Membership Fee

Everyone who participates in any program at TRYumph must be a member of our Academy. Part of your membership fee covers your insurance costs through Gymnastics Ontario.

Membership fee: \$55 + HST

Our membership runs from July 1 to June 30 each year. No refunds are given for Membership Fees.

## Health and Safety Policy

Parents are responsible for ensuring that their children can meet the physical demands of participating in TRYumph Gymnastics Academy's program(s) in which they are enrolled. Parents are to make coaches aware of any pertinent medical issues.

## Change Room & Bathroom Policy

We have two change rooms, for the exclusive use of our registered participants. For the safety of the children there are NO adults allowed in the change rooms. Parents may supervise their own child in the changing room but must not enter if other children are present. If a parent is escorting their child to the toilet, please ensure no other children are present before entering.

If adults need to use the toilet, please check that there are no children in the bathroom before going in the washrooms. Under no circumstances will coaches take responsibility for supervising children in the changing rooms or toilets. **NO MOBILE PHONES OR OTHER ELECTRONIC DEVICES CAN BE USED IN CHANGING ROOMS.** A 'child' is anyone up to their 18th birthday. Many thanks for your understanding.

## Viewing

As our viewing area is small, we will schedule 3 viewing times/ session. This way parents could see the progress of their child without being crowded. An email will be sent with the schedule by the end of the first week of the session. Please be kind and refrain making negative comments in the viewing area. If you have anything to say please talk to our front desk staff.

## Footwear Policy

Each participant or persons entering our facility will be asked to remove their shoes upon arrival and place their shoes on our shelf in the lobby.

## Student Attire Policy

We recommend students dress in comfortable active wear such as gymnastic suits, t-shirts, and shorts. Baggy clothing, items with strings, hoodies, jean shorts or shorts with pockets not permitted as they pose a hazard when participating in the gym. Students are required to have bare feet during practice.

Children are required\* to be barefoot in the gym because socks/tights are slippery on various equipment and pose a safety risk. Please refrain from wearing rings, bracelets, necklaces, watches, and hoop or dangling earrings during practice. Small studded earrings are permitted. Any long hair should be pulled back with a headband, elastics, and/or barrettes.

Participants in Ninja and Fencing classes are asked to bring their indoor shoes in a bag.

## Ninja Obstacle Classes

These classes require all athletes to wear clean indoor running shoes. If you do not have shoes for these classes, you will not be allowed to participate in the warp wall.

## Communication

If you need to communicate with us, please use:

*info@tryumphgymnastics.ca* or call us at 613-742-5066

If you need to pick your child up early or drop your child off late, you must give advance notice. Tardiness cannot be accommodated. Please take extra care in being on time.