



DENALI GYMNASTICS & FITNESS INC.

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GENERAL RULES and POLICIES

Updated January 2016

Welcome to Denali Gymnastics & Fitness, Inc. (DG&F). We understand our customers are the most important reason for our being in business. Our goal is to provide you and the community with excellent goods and services at reasonable rates. In order to best serve our customers, we have established these general rules and policies which apply to all programs offered by DG&F. We encourage our customers to take advantage of the many complimentary programs we offer. Each individual program will provide a specific set of fee schedules, rules and policies.

Business Year

Since the majority of the services provided by **Denali Gymnastics & Fitness, Inc.** are intended for school age children, we run on a 2-Session business year. Session 1-(Fall) runs from mid-August to mid-May. Session-2 (Summer) runs from mid-May to mid-August. Classes run continuously on a monthly basis for the entire session. Monthly tuition fees are averaged over the entire session and will be constant from month to month. When a student enrolls in a class, it is assumed that they will remain for the duration of the session, unless a written drop notice is provided to the DG&F business office.

Because we follow the public school calendar, some programs may start and end mid-month. Tuition fees are pro-rated in these instances.

Membership / Enrollment

Each program offered at **Denali Gymnastics & Fitness, Inc.** has a non-refundable annual fee associated with each student/member enrolled in the program. The fee is used to cover the cost of enrollment, processing, insurance, and other administrative costs, and is charged on the yearly anniversary date. The fees range from \$40 - \$100 depending on the program.

Classes

Classes start and end at the scheduled time. Please DO NOT drop students off more than 10 minutes before class start time. All students must be picked up on time. Fees may be applied for students dropped off more than 10 minutes before start of class, or picked up more than 10 minutes after end of class.

Payments

All scheduled program fees are charged on a calendar month basis. Fees are due and payable in advance on the 1st day of the upcoming month.

- **GYMNASTICS, TUMBLING, CHEER:** Registered students will be removed from the class attendance roster(s) and continued participation will be declined beginning the 15th of the month if the account has a past due balance. Re-registration will be considered after the account is brought current and will be dependent upon available space. Denali will not guarantee enrollment in the same class. Registration fees, if not currently due, will not be required upon re-registration.
- **CHILDCARE:** Families with past due balances on the 15th will be given a two-week drop notice effective the last business day of the month. Re-enrollment will be considered after the account is brought current and will be dependent upon available space. Denali will not guarantee available space. Enrollment fees, if not currently due, will not be required at re-enrollment.

Payment attempts resulting in NSF (non-sufficient funds), declined credit card, expired credit card, returned check, etc. may be subject to a \$30 service charge. It is your responsibility to update your information with us. Payments received after the 5th day of the month are subject to a \$25 late fee. Delinquent accounts may result in

student(s) being removed from the class roster and refused admittance to class. DG&F reserves the right to use all legal means to collect outstanding debts including sending accounts to a collection agency.

Holidays and Closures

DG&F will publish a list of closure days due to major holidays and special hosted events. As a general rule, DG&F is open for classes and daycare on Teacher In-Service Days. Competitive team programs are not eligible for pro-rated tuition. DG&F gymnastics, cheer, Intro to Kindergarten and Kindergarten will be cancelled due to Mat-Su Borough School District emergency weather closures. Childcare will remain open. Closure days due to MSBSD emergency weather cancellations will follow the "Missed Classes" policy.

Missed Classes

There are **no make-ups, refunds, or credit for missed classes**. The student:teacher ratio is designed to provide the best quality program possible. A student's place is reserved for the entire session. Therefore missed classes may not be deducted from payments, nor will refunds be issued.

Valuables

Valuable items should not be brought to DG&F. DG&F is not responsible for lost or stolen items.

Equipment

All equipment, rooms and offices are off limits unless students are under the supervision of a staff member or coach. Please provide supervision for all young children and keep everyone in the designated waiting areas until students are called by the coach.

Illness

Sick students and family members are requested to refrain from attending class or visiting the facility. DG&F cannot provide services to anyone who is not well. If a student becomes ill while they are at the facility, our staff will contact the persons listed as responsible or emergency contacts.

First Aid

Coaches or trained staff may administer first aid for minor injuries such as cuts or bruises. In the case of more serious injury, after care and subsequent treatments are the responsibility of the parent or guardian. Please remember it is your responsibility to inform DG&F of any allergies, illness, previous injuries or special circumstances. It is also your responsibility to keep DG&F informed of your Emergency Contact information.

Discipline

DG&F reserves the right to remove any student from class if the student is presenting a danger to themselves or others. There will be no corporal punishment used at DG&F. "Time Out" will be used and parents will be informed of the situation.

Competition / Special Events

Some programs include competition and special event fees (as described in the rules and policies of the specific program). These fees are the responsibility of the customer. Most of the applicable programs have a Booster Club organization whose purpose is to assist customers with the cost of Special Event fees. Please contact the applicable Booster Club directly for more information. Special event fees are due and payable within 15 days of notification. Payments received 10 days beyond the due date are subject to a \$25 late fee.

If you have any questions or concerns about the GENERAL RULES and POLICIES of Denali Gymnastics & Fitness, Inc., please do not hesitate to call us at (907) 373-3547.