



## **POLICIES AND PROCEDURES**

### **SECTION 1: PARTICIPATION**

#### **The Participation Fee is Non-Refundable, Non-Transferable.**

The \$50.00 Athlete or \$80.00 Family Participation fee is due at the time of your initial registration and required of all participants. Family is defined as relatives in one household including Mother, Father and siblings. Step children, 1/2 siblings, foster children and other non-immediate relatives that live in the same household and are financially supported by the family will be considered as included in the under the Family Participation Fee. Step children, 1/2 siblings and other relatives that do not reside in the same household are not included under the Family Participation Fee. The Participation Fee is good for 12 consecutive months and are to be renewed on or before your anniversary date each year.

### **SECTION 2: PAYMENTS**

#### **Tuition payments are Non-Refundable and Non-Transferable.**

All programs at D.E.E.N.O.S. are run in 8-Week Sessions. Electronic Funds Transfers (or EFT's) are the primary form of payment accepted for tuition and therefore also receive a large discount. EFT payments are drafted monthly on the 20<sup>th</sup>, two installments per 8-week session. Children are continuously enrolled until you cancel the class. Cancelling an EFT can be done online at DEENOS.com after logging in to your account. You may not cancel in the middle of a session. More details about EFT payments is available in the Forms section of DEENOS.com.

The second discounted form of payment is Auto-Pay by Credit Card in which your credit card will be billed every 8 weeks automatically. Children are continuously enrolled until you cancel the class. Cancelling a Credit Card Auto-Pay can be done online after logging in to your account. You may not cancel in the middle of a session. More details about the Credit Card Auto-Pay process are available at DEENOS.com in the Forms section.

Other accepted forms of payment are cash, check, VISA, MasterCard and Discover. These manually processed payment forms can not be pro-rated and are due prior to each session. (Select programs require EFT payment.) Manual forms of payment DO NOT guarantee that your child's class will be available to you each session. Children dropped off without proper payment being made will be required to sit in the lobby until a parent returns. Payments returned will incur a \$25.00 NSF Fee.

### **SECTION 3: DROP OFF-PICK UP**

Children 5-years-old and under must be accompanied by an adult while waiting for class to begin. Children 6-years-old and up may be dropped off no more than 15 minutes prior to their class time and must be picked up within 15 minutes of the completion of their class. A \$5.00 Fee for every 10 minutes in excess of the 15 minute window will be charged and due immediately for all children left unattended before or after class. Children dropped off without tuition paid will be required to sit in the lobby until a parent returns.

### **SECTION 4: ATTIRE**

Leotards for girls and Shorts and a T-shirt for boys are the preferred attire for class. Avoid jeans or clothes with zippers, buckles or snaps. Very loose or baggy clothing will be difficult for coaches to spot. Girls that arrive to class without their hair up will be required to purchase a ponytail holder from the Pro-Shop at the parents expense. If funds are not available, your account will be charged. No gum or jewelry in class. Cheerleading shoes must be carried in, shoes worn outside will not be permitted. Proper dress is important for your child's safety.

### **SECTION 5: BEHAVIOR**

It is the goal of this program for children to enjoy their time in class. Each child has the right to come to class and be treated fairly by their peers as well as their instructors. It is important for your child to listen to their instructor and follow directions. If your child miss behaves repeatedly during class, or they are endangering themselves or others, they may be told to sit out. It is up to the instructor to decide the length of the punishment.

Parents are welcome to stay and watch, but need to wait patiently in the lobby during class. Parent's are not allowed in the gym under any circumstance. DO NOT interact with your child while they are in class. It is extremely important for the safety of everyone in the gym that each child is paying attention to their coach. If you motion/signal your child, their focus is now on you and they can get hurt or hurt someone else. Consider watching class once per session, rather than every lesson. This allows you to see your child's progress more clearly.

### **SECTION 6: ILLNESS OR INJURY**

Classes missed due to temporary illness or injury are not refundable. In the event that your child sustains an illness or injury that prevents them from attending class for an extended period of time, a partial credit may be issued. You must inform the office staff immediately of such a condition. No credits will be issued after classes are missed.