



Jan. 2, 2010

Dear ACT Clients,

Happy New Year! 2009 was a great year for Atlantic Coast Tumbling and we hope to make 2010 even better! With the new year, we are making a change to our payment policy. We also wanted to make some clarifications to our existing policies to eliminate any confusion.

**Payment Policy** (effective immediately)

Tuition will be due at your last class of the month if you are going to take classes the following month. After the 1st, (Feb. 1st, Mar. 1st etc.) a \$10 late fee must accompany your payment. Therefore, Feb. tuition will be due when you attend the last scheduled class in Jan., after Feb. 1st the \$10 late fee will be applied. If payment is not received within 5 business days, (after the 1<sup>st</sup>), your child will be dropped from the class and may lose their spot. Payment must be made before your child can attend any classes for the new month. **If you drop your child off without payment, your child will not be able to attend the class** unless a make-up is available. Automatic credit card billing will remain the same.

**Make-up Classes**

Students who have missed class will be allowed to make it up. The class must be made up within **two weeks** of the missed class. All make-ups must be scheduled through the front desk. **No refunds** for missed classes will be given. If a make-up is not done within the allotted two weeks, you lose it. You may ask for an open gym pass or come to an open gym rather than scheduling a make-up, but you must do this within the two weeks. Exceptions can be made for injuries if a doctor's note is provided. Please make sure to schedule your make-up through the front desk; we will not over load a class to accommodate an unscheduled make-up. You may schedule a make-up prior to missing class.

**Registration fee**

A \$30 dollar, non-refundable registration fee is due when you sign up for your first class. It will be due annually based on your date of registration. As we made the change from Elite Cheer & Tumble to Atlantic Coast Tumbling, we waived the yearly registration fee for those clients who stuck with us. Therefore, yearly registration fees will be coming due in Feb. for those of you who were with us in the beginning. You must renew your registration before the end of month in which you registered before you will be able to take classes the following month. For example, those of you who registered in Feb. must pay your \$30 registration fee before you can take classes in Mar.

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### **Non-participant/Spectator Policy**

Parents/spectators should at no time enter the floor area without permission from the front desk staff or a coach. Nor should they try to “coach” their child from the doorway area. If you wish to speak with your child’s instructor, please notify the front desk attendant and they will make the arrangements for you. We also expect all spectators to refrain from offensive/inappropriate language and to help keep our facility neat and clean. Please also be aware that the homework room is not a play area and should not be treated as such.

### **Email List/Facebook**

Each month we send reminders and announcements via email. If you are not currently receiving emails from us, please notify the front desk attendant so that you may be added to our email list. General announcements can also be received via our Facebook fan page.

### **Miscellaneous**

Please make sure your child is checking in with the front desk attendant each time they attend class or a make-up to ensure we keep accurate attendance records.

### **2010 Scheduled Closings**

We will be closed on the following dates in 2010. These classes may not be made up and your tuition will not be prorated.

Sat. April 3- Easter Weekend

Mon. May 31- Memorial Day

Sat.-Mon. Sept. 4 & 6- Labor Day weekend

Nov. 24-27 (Wed.-Sat.)-Thanksgiving

Dec. 25-Jan. 1 2011(Sat-Sat.)- Christmas & New Years

We would like to thank you for your patronage and look forward to a successful 2010. If you have any questions or concerns please let us know.

Sincerely,

Illya & Sam Demyanyuk

Owners, Atlantic Coast Tumbling Inc.