

PARENT & ATHLETE POLICIES

Trial Lesson: For trial lesson payment, we will draft the specified amount from the card you provide on or before the day of the trial lesson. If you decide to sign up, you will be charged a prorated monthly tuition and a yearly registration fee. If you only take a trial lesson, you are not required to request, fill out, and submit a quit notice, because you did not officially join.

Parent Watch Day: In order to provide the most productive, focused, and overall positive environment for both the athlete and the coaches, parents are asked to remain in the hallway during class times. A chair from the party area or the gym may be retrieved and taken to the hallway. Under no circumstances should a parent watch from the front area and yell out to their child during class or knock on the glass to get their child's attention.

Socks: For all classes, socks are required to jump on the EuroTramp trampolines (white beds). The holes of these trampolines are large enough for a child's toe to get caught in, which could result in injury. Socks can protect a child from this hazard. Additionally, the athletes that do not have socks on the days coaches work on the EuroTramps will be required to use the blue trampolines. Coaches will let athletes remove their socks during other activities. Trampoline grip socks will soon be available for purchase and then your child will NOT need to remove socks at any point during the class.

Check-In Counter: Athletes will be required to approach the counter before going into class each day, 2-3 minutes prior to his/her class. Any child that enters without first checking in with the office staff will be asked to return to the front to check in before participating in class. Being late is a distraction to the class and to the athlete's coaches and further, hinders the child from getting his/her allotted stretching time.

Gymnastics Dress Code (GIRLS): Our female athletes are required to wear one-piece leotards. We permit leotards with built-in shorts and/or shorts to wear over the leotard if desired, but NO two-piece leotards will be considered acceptable. For their first paid lesson only, the athlete may wear athletic shorts with no buttons and a t-shirt. We sell high quality GK and other designer-name leotards in our Starz Pro Shop, and it is recommended that you buy your leotards here. Please ask office staff for more information.

Gymnastics Dress Code (BOYS): Our male athletes are required to wear athletic shorts with the GK tank tops sold in our Starz Pro Shop. No other tank tops will be considered, even if they appear to be of the same quality or type.

Ninja Kidz Dress Code: We will have Ninja Kidz athletic wear for sale in the Starz Pro Shop soon. Once that attire is available, it will be required attire for all Ninja Kidz athletes. In the meantime, athletes are expected to wear athletic shirts and shorts to class.

Aerial Silks Dress Code: Athletes should wear tight-fitting athletic wear during Aerial Silks classes. It is expected that the entire torso be covered. Sports bras and crop tops will not be considered acceptable without clothing worn over them. We will have Aerial Silks attire for sale in the Starz Pro Shop soon.

Jewelry & Hair: Absolutely NO jewelry is permitted on our equipment, even if the athlete's ears were recently pierced, their earrings are "only studs," or they will not come out for one reason or another. There are absolutely NO exceptions to this rule. Long hair must be pulled back in such a way as to keep it out of the athlete's face. If their hair touches their eyes, the hair is at a length that would require it to be pulled back. Please do this prior to your child checking in at the front desk.

Bathroom: We ask that you take your children to the bathroom PRIOR to checking in for class. Coaches will NOT take time to take your child to the bathroom, if you do not do so yourself. Doing so is unsafe for the children left in the gym without a coach and is unfair to the other children for cutting into their class time. If a child needs to go to the bathroom during class, he/she will be allowed to go but will not be accompanied by a coach or other staff member.

Holidays: We generally follow the AISD school schedule concerning holidays. We will communicate to you usually by text, email, or phone call, and/or we will post on our website if class is cancelled due to holiday or for any other reason. If we cancel, you will be offered a group makeup and/or given a Fun Jump pass to compensate for the missed class. However we decide to compensate for a given circumstance will be done for ALL classes.

Makeup Classes: Concerning makeup classes, there are some times when we can accommodate for an athlete that needs one; however, if a child misses a number of classes, we will not overload another class to allow a child to make up under any circumstance. In the case of all classes of a child's level being full, the child may NOT be able to make up. Makeup classes are a courtesy given to customers, not a requirement, and should not be expected. Coaches are paid to be there to teach your athlete, and in many other sports, this consideration is not given. Parents must call at least one day in advance to schedule a makeup class. PLEASE DO NOT SHOW UP FOR A MAKEUP CLASS IF IT HAS NOT BEEN SCHEDULED IN ADVANCE. We will not prorate a child's monthly tuition to compensate for missed classes.

Quit Policy: We have an online quit notice form that you must fill out and submit by the 14th of the month PRIOR to when you choose to quit. If you fill this form out and submit it on the 15th of the month or AFTER, you will be responsible for the following month's tuition. If you want to quit, you must request that this form be sent to you by either our office management or the gym owners (NOT a coach, as they do not have access to this form). Informing a coach does NOT count as notification of quitting.

Parent Concerns: Please address our office management for concerns. We would love to hear your feedback. Appointments with our office manager or owners can be made, if necessary.