

Policies/Procedures

Waiver

RELEASE OF LIABILITY, ASSUMPTION OF RISK, AND INDEMNITY AGREEMENT

As legal guardian of all of my student(s), I hereby consent to the all person(s) participating in the this facility program. I recognize that potentially severe injuries can occur in any activity involving height or motion, including tumbling and related activities including cheerleading, tumble tramp, trampoline, stunting, pyramids, dance, gymnastics and physical activity in general. I understand that it is the express intent of all staff and personnel to provide for the safety and protection of my student and, in consideration for allowing my student to use these facilities, I hereby **COVENANT NOT TO SUE and FOREVER RELEASE** this facility, affiliated and partner companies and organizations, property owners and lessors, staff, contractors, subcontractors, teachers, and coaches involved in the this facility program, from all liability and for any and all damages and injuries suffered by my student during instruction, supervision, and/or control during any and all classes.

I represent that I understand the nature of this Activity and that my child(ren) is/ are qualified, in good health, and in proper physical condition to participate in such Activity. I acknowledge that if I believe event conditions are unsafe, my children will immediately discontinue participation in the Activity.

I have read the RELEASE AND WAIVER OF LIABILITY, ASSUMPTION OF RISK, AND INDEMNITY AGREEMENT, understand I have given up substantial rights by signing it, and have signed it freely and without any inducement or assurance of any nature and intend it to be complete and unconditional release of all liability to the greatest extent allowed by law and agree that if any portion of this agreement is held to be invalid the balance, notwithstanding shall continue in full force and effect.

MEDIA RELEASE:

I authorize The Rock to use any and all photos of my child(ren), without limitation, for any and all advertisement and website promotion. These images will be used for The Rock purposes ONLY and will not be sold to outside companies or individuals.

If you DO NOT consent to the use of photos taken at The Rock please contact the office in writing, prior to your students participation in events.

Billing Policy

Monthly tuition is due on the 25th of the month prior to the month of service.

A LATE FEE of \$10 will be charged for unpaid tuition on the 5th of the month.

Weekly Fees: Camp and after school care fees are due the week prior to services.

Returned Check Fee: A fee of \$20 will be applied to all returned checks.

Drafting: Your account will be automatically "drafted" monthly on the 25th of each month. If you do not want your account drafted each month, you must inform the front office via email. Verbal approval will not be valid to make this change. All communications for this process must be in writing. Credit Card information must be added to the account via the parent portal and the auto draft policy must be accepted.

Refunds: No refunds are given for missed/dropped classes. Tuition is non-refundable and remains the same regardless of absences, vacations, holidays, or inclement weather.*

*All tuition is billed MONTHLY, not by 4 week increments. For example: Every month varies with some months having 4 lessons or 5 lessons given, while others have holidays. There are NO reductions in months with holidays observed and there is no increase in months that there are 5 lessons given.

Rules Terms and Conditions Policy

REGISTRATION FEE

All Students will be charged an annual registration / anniversary fee. This fee is good for one year or until you drop out of the program. All registration fees are due upon signing up. \$45.00 for the first child, \$25 for the second child and \$15 for each child after the second. Please note registration discounts only apply to those students within an immediate family. Registration is not refundable.

TRIAL CLASS

New Students are offered 1 trial class (per student) without commitment for class tuition or registration fees. Trials must be scheduled through our office staff.

MAKEUP POLICY:

Tuition is due regardless of attendance, however as a courtesy we do OFFER make-up classes when available. We can not guarantee availability due to our strict student to teacher ratio. Students are allowed 2 make-up classes per month, in the same month as the missed class. Make-ups are not allowed once enrollment has been dropped.

We do not offer makeup classes for dance unless we cancel or have a closing for

various reasons. In that case, the teacher will contact you about a makeup class date.

Refund Policy:

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*All tuition is billed MONTHLY, not by 4 week increments. For example: Every month varies with some months having 4 lessons or 5 lessons given, while others have holidays. There are NO reductions in months with holidays observed and there is no increase in months that there are 5 lessons given.

For more information on billing, please see our billing policies and authorizations.

DROP PROCEDURE:

PARENTS MUST NOTIFY THE ROCK TO TERMINATE AUTO BILLING. Notice must be in writing via email or at the front desk.

Please note: You are responsible for payment for your student's classes WHETHER OR NOT YOUR STUDENT ATTENDS CLASS until the time you provide written notice via email or in the office. Please do not rely on your student to verbally let us know that he/she will no longer be attending classes. If a student stops coming to class without notification, then that student's account will be charged for the additional 30 days. This charge will be for holding the student's place in that class instead of offering that place to one of the many on a waiting list.

WHAT TO WEAR

Boys or Girls may wear tucked in t-shirts and shorts OR Leotards for Girls. NO chewing gum or dangling jewelry. Hair should be pulled neatly and securely away from the face so that it stays up for the entire workout. Girls should not wear bows or other large hair ornaments that may cause discomfort during activity. Girls who fail to wear their hair up in a pony tail will be required to purchase a rubber band from the front desk @ \$0.25/ea. Dance students will be required to wear appropriate footwear during class, gymnasts are required to go barefoot for safety. Personal items should be left in cubby holes or with parent before class. Jewelry will not be permitted in the gym areas during classes. **PLEASE LEAVE JEWELRY ARTICLES AT HOME.** The Rock staff will not be responsible for ANY items that may be lost or stolen. Be sure your student's personal items are marked with their name.

ARRIVAL AND PICKUP

Be sure your student arrives 5-10 minutes before his/her scheduled class time. Please pick up your student on time. Please inform us if you know you will be late picking up your student. Instruct your student to wait inside the building and you

should escort them from the building to your car. During peak times the parking lot is crowded. Please take into consideration that our "students" may include young children. Please drive slowly and carefully. Do not take a chance on your student running to and from your car.

Appointments Policy

CANCELLATION/RESCHEDULING POLICY

Appointments can be canceled or rescheduled with no penalty up to 48 hours before the scheduled Appointment time. Canceling or rescheduling an appointment after that time may result in a cancellation fee being charged for the original Appointment booking.

GROUP APPOINTMENT POLICY

This facility allows a single student to book a Group Appointment time slot and invite other students to attend, up to the maximum allowed number of enrollments. However, any fees for this Appointment booking will be the sole responsibility of the student who booked the Appointment. This facility's staff will not be responsible for "splitting" the Appointment fee among multiple accounts. Any "split fee" arrangements will need to be handled externally by the families involved.

WHAT TO WEAR

Boys or Girls may wear tucked-in T-shirts and shorts OR Leotards for Girls. NO chewing gum or dangling jewelry. Hair should be pulled neatly and securely away from the face so that it stays up for the entire workout. Girls should not wear bows or other large hair ornaments that may cause discomfort during activity. All students should have activity-appropriate footwear during his/her scheduled Appointment time. Personal items should be left in cubby holes. Jewelry should not be worn during this time. PLEASE LEAVE JEWELRY ARTICLES AT HOME. This facility's staff will not be responsible for ANY items that may be lost or stolen. Be sure your student's personal items are marked with their name.

ARRIVAL AND PICKUP

Be sure your student arrives 5 minutes before (no earlier please) his/her scheduled Appointment time. Please pick up your student on time. Please inform us if you know you will be late picking up your student. Instruct your student to wait inside the building and you should escort them from the building to your car. During peak times the parking lot is crowded. Please take into consideration that our students may include young children. Please drive slowly and carefully. Do not take a chance on your student running to and from your car.