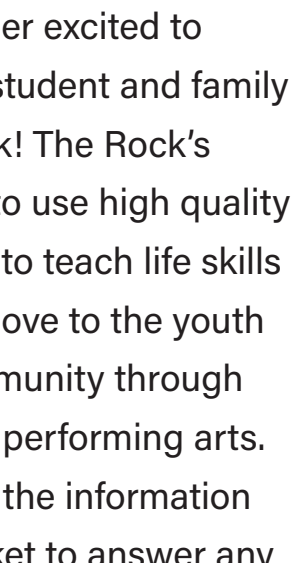


We welcome





We are super excited to have your student and family at The Rock! The Rock's mission is to use high quality instruction to teach life skills and God's love to the youth of the community through sports and performing arts. Please use the information in this packet to answer any questions you may have. If something is not covered, please call or email us and we will get back with you as soon as possible.

Contact Information:

205 Mikus Road,
Hudson Oaks, Texas 76087
www.TheRockofSports.com
817-596-9689
info@therockofsports.com

Hours of Operation:

Mon-Friday 8am-8pm,
Saturday 9am-12:30pm



COMMUNICATION



When enrolling on the portal make sure you “Click” to receive all communications via email as The Rock of Sports & Performing Arts, or info@therockofsports.com. This is important to receive information and communications about your child’s class. The system defaults to NOT receiving email notifications so it is important to check this box.

This communication also allows you to receive notices of your child’s skill achievements and parent tips for how to help your child in achieving their skills.

REGISTRATION FEE

All students will be charged annually a 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. **\$49.00 for the first child, \$29 for the second child and \$19 for each child after the second.** Please note registration discounts only apply to those students within an immediate family. **Registration fees are not refundable.**

MAKEUP CLASSES

Makeup classes are not given for holidays, inclement weather closings or the week of Memorial Day when the gym closes classes for one week. Should the class be cancelled due to the instructor being sick at the last minute and a sub not available – the gym will schedule a makeup time for the class. We always make every effort to not have this happen, but it is a possibility should an instructor get ill too late to get a sub in to cover.

Tuition is due regardless of attendance, however as **a courtesy** we do OFFER make-up classes **when available**. We cannot guarantee availability due to our strict student to teacher ratio. Makeup classes can only be done in a class that has openings in it. This is to respect the students of the class not having too many students in their time slot. This is why it is important to make every effort to attend your regular class since a makeup class CANNOT be guaranteed. Students are allowed a maximum of 2 make-up classes per month. The makeup must be scheduled within 2 weeks of the absence and can be scheduled up to 30 days from the time it is scheduled. Make-up classes are not allowed once enrollment has been dropped.

We do not offer makeup classes for dance or competitive team classes unless we cancel or have a closing for various reasons. In that case, the teacher will contact you about a makeup class date.

ABOUT OUR FACILITY



The Rock has a main gym area, a pre-school gym and a dance room. Parents are NOT allowed in the gym or dance room without a staff member or coach present and accompanying them. If for some reason you need to retrieve your child from a class, please visit the main hospitality desk and as staff member will retrieve them for you.

Parent viewing areas are located outside the dance room, the preschool room and the big gym. We also have parent viewing upstairs between the different gyms.

Bathrooms are in the lobby just outside the main gym. Students taking a class can use the bathrooms located in the big gym as well as the bathroom located in the preschool gym.



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.

WHAT TO WEAR

Girls Gymnastics: A gymnastics leotard (no skirts attached) is best. Dance leotards tend to have large leg openings for gymnastics. Spandex shorts can be worn over the leotard if they want to be more modest. No shoes or socks. The hair needs to be pulled up and out of their face (no bows or large hair ornaments). No jewelry in class (only exception is small stud that cannot stand up on end when set on floor – studs with flat fronts can come out and stand up like a nail to step on). Note that the gym is not responsible for jewelry taken out and placed in cubbies during class. Valuables should not be brought to the gym.

Boys Gymnastics: Wear a compression shirt that stays close to their body and shorts. A tucked in t-shirt can be worn if it is not baggy and will not come over their head when upside down.

Dance students: Required to wear appropriate footwear and attire during class.

Ballet - Leo, tights, pink split sole ballet shoes. Hair in low bun.

Jazz/Acro - Leo & crop footless tights. Hair in a low bun.

Stage/Film - Leo, tights, black split sole jazz shoes. Hair in a ponytail

Hip Hop - Athletic clothes, clean athletic shoes, hair in ponytail. No jewelry in class (only exception is small stud that cannot stand up on end when set on floor – studs with flat fronts can come out and stand up like a nail to step on). Note that the gym is not responsible for jewelry taken out and placed in cubbies during class. Valuables should not be brought to the gym.

Cheer Tumbling and Acro Tumbling: Both types of classes can wear soft sole shoes or go bare foot. Shoes MUST have clean soles to be worn in the gym (if they are not clean enough for the gym floor they will have to be removed). The students should wear a different pair in the building then change to a clean pair. Students must wear a tight shirt that stays down when turning upside down or a leotard. Shorts should have no buttons or zippers and form fitting (spandex) so it is not revealing when straddling. Wear mid drift tops and sports bras only is NOT allowed.

Tumbling Trampoline Classes (TNT): The students follow the same attire as gymnastics. In addition, they are required to have trampoline shoes or socks for safety on the trampoline beds.

Ninja Classes: This class wears a uniform of a Rock Ninja shirt and shorts of their choice that have NO buttons or zippers and are easy to move in. All students are required to have the custom ACHIEVE SLEEVES for their badges to be earned on. Hair needs to be pulled back and out of their face and NO jewelry to be worn in class. Leave all valuables at home. Can be purchased at The Rock Proshop.



ARRIVAL

- Be sure your student arrives 5-10 minutes before his/her scheduled class time.
- Upon arrival the students are required to wait in the lobby. They are NOT allowed to enter the gym for free play. QuickSand (Parents Night Out) is a good time to have free time with instructors staffed to supervise them. Prior to their class the coaches are busy with other students or preparing to be. Gym Rules are No students in the gym without supervision.
- Students CANNOT be dropped off more than 10 minutes prior to a class and students younger than 8 years of age must have a parent walk them into class. Parents allowing a young student to come in for class alone will be called about procedures. The staff cannot be responsible for a child making their way to class when we are unaware of their presence. It is the parents' responsibility to make sure the child is with her instructor before leaving the area or the building.
- Front (at the awning of entrance) door drop offs (student walking in alone) is only allowed for ages 8 and up. NO student should walk from the parking lot alone.
- If your student's class is less than an hour or they are younger than 6 years of age, a parent should stay while they are in class. Please keep in mind that if you the parent does leave - you are responsible to return BEFORE the class is dismissed. The instructor will need to prepare for the next class and needs to know that all students are back safely to their parents prior.
- Should you be late for any reason, call the office so we will know and avoid your child's distress (please know this should NOT become an ongoing thing).
- Preschool Gymnastics students should put their shoes in the cubicles near the gym door and wait with their parents in the area for the instructor to announce the entrance of their class.
- Dance Class students will wait with their things in the area outside the dance windows. Once the class is called, they will enter the dance room and place their personal items in the dance cubicles provided.

Students with classes in the "big" gym will wait in the lobby under the balcony for their class to be called. Parents and students avoid standing in the gym doorway - this is NOT an observation area. Students will place their personal items in the cubicles just inside the gym door to the right.



STUDENT PICKUP

- Please be prompt in retrieving your child from class. Instructors/Coaches will want to give feedback on the class, homework and ensure they are back safely with the parent.
- Should someone other than the parent be picking them up please let the instructor know when dropping them off. If this is known in advance please notify The Rock by calling (less than 24 hours in advance) 817-596-9689 or emailing (when 24 hours in advance) to info@therockofsports.com
- Students are to wait inside the building at the completion of class until the parent retrieves them from the instructor. Students are NOT permitted to walk out to the parking lot alone. The parking lot is very busy with cars coming and going. The Rock wants the parents and their staff to have peace of mind that they are back in their parents' care.

LOST & FOUND

Should you leave something at the gym you can retrieve it in the lost and found bins located in the lobby. Unclaimed items are given to charity after 3 weeks so do not delay.

THINGS TO KNOW

- Parents are NOT allowed in the gym (except for parent and tot classes).
- Parents should NOT coach students from the lobby or balcony while in class. The child needs to see the instructor as the authority over that time (just as they would a schoolteacher). Shouting or interrupting the class shows little respect for the instructor. Should you feel there is a problem with the class or your child's behaviors please discuss it with the instructor at the conclusion of class. If more time is needed to talk in length a parent coach conference can be scheduled. Please keep in mind that the coach may need a few lessons with your child to best know how to motivate their best efforts. Your child may also need a few lessons to know their boundaries in a new atmosphere and set of rules to follow. Should you not see improvements or satisfaction please ask to talk with the coach or their department leader (requested at the front desk or info@therockofsports.com). We are here to serve and help your child's journey.
- Parents should help their child with gym homework given. This will help accelerate their progress in skill development and make for some great family time.
- Siblings that are not in a class need to stay with their parents. They cannot be roaming the facility. Parents need to know where they are at ALL times

PARKING ENTRANCE AND EXITS

Please take note of the map on where parking is permitted and for flow of traffic.



- ROCK GUEST PARKING
- ROCK EMPLOYEE PARKING
- CLUB SUMMIT & LAMBS PARKING

- ← ROCK GYM TRAFFIC FLOW
- ← CLUB SUMMIT DROP OFF/PICKUP



TO DROP A CLASS PROCEDURE:

Please note: You are responsible for payment for your student's classes WHETHER OR NOT YOUR STUDENT ATTENDS CLASS until the time you provide 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.

BILLING FOR SKILLS CLASSES:

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.

****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.***

BILLING FOR CHILDCARE CAMPS:

Camp and after school care fees are due two weeks prior to services.

OTHER BILLING INFO:

Returned Check Fee: A fee of \$25 will be applied to all returned checks.

Drafting: If you opt in for our automatic drafting, your account will be automatically "drafted" on the 25th of each month for the next month of services. Credit Card information must be added to the account via the customer portal and the auto draft policy must be accepted. If you unenroll from automatic drafting, 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. You can log into your customer portal and turn it off there if you choose to. Once done email info@therockofsports.com to inform them of the change in payment method.

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. *



DON'T FORGET TO COME SEE US AT THE QUARRY PROSHOP BEFORE YOU LEAVE! YOUR NEW ROCK GEAR, LEOTARDS, DANCE SHOES, FUN TRINKETS FOR THE KIDDOS AND MORE ARE WAITING FOR YOU!



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