

TUITION AND MEMBERSHIP POLICIES

- **TUITION IS DUE ON THE 25TH OF EACH MONTH. IF ON AUTO-PAY, TUITION WILL PROCESS ON THE 26TH**
- Active members will remain enrolled, receiving priority enrollment when payment is received by the 25th of the month. **Any members with un-paid accounts on the last day of the month are systematically dropped and enter into an open enrollment status. WE CANNOT GUARANTEE YOUR CLASS SPOT WILL REMAIN AVAILABLE WHEN PAYMENT IS MADE ON OR AFTER THE 1ST OF THE MONTH**
- You will receive an email statement on the 18th of the month for your upcoming tuition due on the 25th. A final reminder email will be sent on the 27th warning you that a payment hasn't been received and your student is in jeopardy of losing their class spot. **Therefore, please provide us with your email address.**
- Cancellation of Auto-Pay should be done prior to the 26th of the month to avoid continued enrollment and future charges
- Additional family members receive a 10% discount off their tuition
- A 33% discount is given when adding additional classes
- Bad Check Fee: \$20.00 first offense, \$30.00 second offense (After two bad checks you will be placed on mandatory auto-pay)
- **Please see the reverse side for instructions to make tuition payments online through our website**

*If your child comes to class after the 1st and has been dropped due to lack of payment, we will have your child wait in the office until we can contact you to obtain payment and re-enroll your student. This process will ensure that we do not go over our student-to-coach ratio and compromise the quality of the class. You can pay by cash, check, credit card, auto-pay or online. If you drop from the program after a tuition payment has been made for the upcoming month, it will be refunded regardless of the payment method; making auto-pay a great **NO RISK** option.*

ABSENCES/MAKE-UPS

- Make-up classes are offered when a student misses class or if the gym is closed for a holiday
- Make-ups must be pre-scheduled with the front desk. Please note that make-ups can only be scheduled one week out and will be scheduled only when a spot is available in a class. If your student's level is impacted, we cannot guarantee a make-up can be scheduled right away. Make-ups never expire.
- Make-ups can only be used in a paid month – they cannot be used in lieu of tuition
- There may be months where your student attends five classes, depending on the day of the week their class is on. This class is being given to your student for free as our tuition is based upon a four-week month. If you are having difficulty scheduling a make-up, these fifth classes can be considered a "make-up".

OBSERVATION

Family members are encouraged to observe classes, but are not required to be on site. Please supervise and clean up after your children if/when they are not in a class. ONLY enrolled students are allowed on the floor.

ATTIRE

- Girls: Leotards or shorts and shirts. **No zippers, buttons or snaps.** Warm-ups may be worn during cold weather conditions. Capris and leggings can only be worn if they cut off at or above the ankle. No half/crop tops please.
- Boys: Shorts and T-shirts. **No zippers, buttons or snaps**
- No socks or shoes on the training floor
- All long hair must be pulled off the shoulders for safety reasons
- No jewelry, except stud earrings

ILLNESSES & INJURIES

For the health and safety of the gym, please be sure that your student does not attend class if they are ill or injured. You may schedule a make-up for any missed classes due to illness or injury.

HOLIDAY CLOSURES FOR 2017

Memorial Day	Monday May 29, 2017
Independence Day	Tuesday July 4, 2017
Labor Day	Monday September 4, 2017
Thanksgiving	Thursday November 23, 2017 – Saturday November 25, 2017
Winter Break	TBA

PARENT & ME CLASSES AND TEAM PRACTICES ARE OFTEN STILL HELD DURING WINTER BREAK SO PLEASE CHECK WITH US FOR A SPECIAL SCHEDULE.

Policies and Procedures (continued)

TO MAKE PAYMENTS ONLINE, PLEASE FOLLOW THE INSTRUCTIONS BELOW

1. Visit our website at: www.thrivetrainingcenter.com
2. Click on the “Schedule” link in the top left-hand corner of the homepage
3. On the page that opens, click on “Login” in the upper right-hand side of the page
4. Scroll to the bottom of the page where you will see “Already have an account with us? Please sign in!”
5. Enter the email address you provided to us on your students’ waiver upon signing up for the program
6. *Do not enter a password.* Instead, click on the “Forgot Password” link below the black “Login” button
7. You will then receive a temporary password via email to the address you entered
8. This temporary password can be used to access your account in the same Login area. You will then be given an opportunity to change your temporary password to one of your choosing. *Be sure to write your password down, as we won’t be able to access it if it is forgotten.*
9. Once you are logged in to your account, you can view class enrollment, review statements and make tuition payments