



Business Office Hours:

Monday – Friday: 10:00 AM – 8:00 PM

Saturday: 9:00 AM – 2:30 PM

Sunday: Appointment Only

OMEGA GYMNASTICS

POLICIES AND PROCEDURES

- Ω **MEMBERSHIP FEE:** A one-time fee of \$25 (non-refundable) applied at the time of registration. Members receive discounted rates on various programs and activities at OMEGA. A \$10 re-registration fee will be applied if there is a lapse in participation longer than 30 Days.
- Ω **PRORATING:** OMEGA offers ongoing class enrollment. Your tuition will be automatically prorated to the first date of your child's class. OMEGA runs on a 48 week calendar with an average of 4 classes per month. Academy scheduled closures are not subject to make ups or prorating. OMEGA does not offer credits or refunds for classes dropped mid-month.
- Ω **REFERRAL CREDIT:** If you refer a new family to our facility you will receive a \$10 credit to your account once they have registered and paid for a monthly class.
- Ω **TUITION PAYMENTS:** **Monthly class tuition is payable monthly and due by the 1ST of each month.** OMEGA requires that you have a credit card/debit on file with us. Payments may be made in cash, check, credit card (VISA, MasterCard, and Discover) or online bill payment (Recurring online bill payment available). **Accounts that have not been paid in full by the 8th day of the current month will have a \$10 late fee imposed/added to the balance due. NSF CHECKS WILL BE CHARGED \$25.**
- Ω **COLLECTION POLICY:** All accounts with an active balance must have an email account on file and are not eligible to opt-out of mailing. Monthly statements are emailed by the 1st business day of each month. A second email will be sent 10 -15 days after an account becomes overdue. A hard-copy statement will be mailed if an account is 30-45 days past due. At 45-60 days past due, the account will be imposed an additional \$12 fee and turned over to Tek-Collect for further processing. Late fees continue to accrue as long as an account has an outstanding balance.
- Ω **CLASS PICK-UP/DROP OFF:** Students need to be escorted to the front door prior to class. Students are to be picked up in the lobby promptly at the end of each class. There will be 10 minute grace period for pickup after each class. Each minute thereafter will be a \$1 charge per minute/per child.
- Ω **CLASS ATTENDANCE and MAKEUPS:** If only one student in the class, the class will end 10 minutes early. Make-up classes apply to currently enrolled students only. Gymnasts must make up a class in their ability/class level or lower. Open Gym may be used as a make-up for missed classes at no additional charge within 30 days of absence. Make-ups must be scheduled with the office and completed within 30 days of absence; otherwise you will forfeit your make up opportunities. Team gymnasts are not eligible for make-up classes.
- Ω **BAD WEATHER:** OMEGA Gymnastics follows the Beaverton Public School district weather closures. Make-ups will be allowed for unforeseen closures due to weather.
- Ω **DRESS CODE:** **Girls-** Leotard, bike shorts, hair pulled back neatly, jewelry limited to 2 stud/post earrings only.
Boys- Shorts and t-shirt or tank allowed. Boy's gymnastics pants and singlet are preferred.
- Ω **ADD/DROP/TRANSFER CLASSES:** Your child is automatically registered in class(es) from month to month, with the exception of seasonal re-registrations, until you have notified the office of any class drop or transfer. You will be financially responsible for tuition until officially dropped from enrollment at the front desk. OMEGA does not offer credits or refunds for classes dropped mid-month. Seasonal re-registration occurs in mid-June and mid-August.
- Ω **VIEWING AREA:** For your safety, parents, siblings, and visitors are prohibited from entering the gym area. Please view student classes from the lobby or viewing area to the right of the gym entrance. Please leave a message with the front desk if you would like to set up a time to talk with your instructor.
- Ω **PLAYROOM:** OMEGA has a playroom located adjacent to our lobby for little ones to play in. We appreciate your help in cleaning up after your child before you leave. It is a Food and Drink Free Zone. The playroom closes 30 minutes before office hours end.
- Ω **COMPLIMENTARY WIRELESS INTERNET:** Wireless Name: **OMEGA** Password: **5034664872**
- Ω **COMMUNICATION:** In our on-going effort to keep parents informed of upcoming events and general academy information. If you do not receive statements from OMEGA, please check with the Front Desk to ensure we have the correct email on file. For day-to-day updates, please check our website, Facebook page, or follow us on Twitter!
- Ω **PARKING:** **DO NOT PARK IN ANY GARAGE BAYS, VIOLATORS WILL BE TOWED.** Remember: *Children cannot be seen behind or in front of a parked car.* For everyone's safety, please use designated parking spots!
- Ω **LOST AND FOUND:** Items left at the gym will be held onto for the remainder of the month. At the beginning of each month all left over items will be donated to Goodwill.