



POLICIES AND PROCEDURES

- Ω **MEMBERSHIP:** A \$40 Registration Fee (aka Membership Fee) is applied at the time of enrollment for all weekly programs. This annual administration fee of \$40 covers the entire family and will be applied each year on the anniversary of becoming members. OMEGA's Customer Management System will note this as "Auto Registration Fee" in the account ledger. The annual Registration Fee is not automatically required for drop-in class options. The Registration Fee is non-refundable.
- Ω **TUITION PAYMENTS:** All accounts are required to have a payment method on file and set up with Automatic Payments using a bank account or credit card (ACH or VISA, MasterCard, Discover, AMEX). **Monthly tuition is due on the 21ST of current month for the upcoming month's class enrollment.** Account payments may be made via the Customer Management system or via the Front Desk prior to the 21st. Any account balance remaining on the 21st will be paid using the card/bank account on file. A 3% transaction fee will be applied to all card transactions. Failed auto-payments will be re-tried within 3 days and any that have a balance due after 4 days will incur a \$50 Late Fee. If alternative payment method is needed, please contact the Front Desk to discuss options. **NSF CHECKS WILL HAVE AN ADDITIONAL \$30 CHARGE ADDED TO THE BALANCE DUE**
- Ω **COLLECTION POLICY:** Past due accounts will receive an email approximately 5 days after an account becomes overdue. At 10 days past due, a phone call may be made or hard-copy statement mailed. At 30 days past due, students will be dropped, account will be imposed an additional \$25 fee and turned over to *Tek-Collect* for further processing. Late fee/collection fee continue to accrue as long as an account has an outstanding balance.
- Ω **REFUND POLICY:** NO REFUNDS or CREDITS ARE GIVEN. In exceptional circumstances, a tuition credit may be placed on an account. These circumstances are reviewed on a case-by-case basis. **ABSOLUTELY NO CASH, CHECK, OR CREDIT CARD REFUNDS WILL BE GIVEN.**
- Ω **REFERRAL CREDIT:** Refer a new member to OMEGA and receive \$25 credit to your account. A credit will be applied when the new member registers for their first month of tuition. Referrals apply to the OMEGA Recreational Program, Discovery Preschool Program, and Activities Program - Camps. There is no limit to the number of referrals a family may receive.
- Ω **COMMUNICATIONS:** All members will receive monthly account statements and scheduled newsletters via email. **A valid email address is required for all OMEGA members.** Upcoming Events and immediate changes to schedules can be found by following us on Facebook and/or Instagram. If you do not receive e-mail statements from OMEGA, please check with the Front Office to ensure we have the correct email address on file.
- Ω **WEATHER CLOSURE:** OMEGA takes into advisement the Beaverton Public School district weather closures. However, multiple factors are reviewed when determining whether to hold classes. Please check your email or OMEGA's recorded voicemail greeting for timely updates. OMEGA does not pro-rate or refund for classes missed due to weather closures. If school is on late arrival, check your email for specifics about morning Recreational and Discovery Preschool class schedule(s).
- Ω **CLASS ENROLLMENT:** OMEGA runs on a 48-week calendar (September – August) with an average of 4 classes per month. Tuition charges are based on this 48-week calendar. Once enrolled, the student's space is held in class until a proper drop is completed at the Front Desk. Class tuition will be prorated if joining mid-month. All class drops are at the end of the month – there is no prorating on ending enrollment. Academy scheduled closures are not subject to prorating. Please refer to Add/Drop/Transfer section regarding proper drop schedule. All members must have a Registration Form and pertinent Waivers on file for participation in OMEGA Programs.
- Ω **DRESS CODE:** All students to be in a one-piece leotard/singlet or form fitted shirt/tank top and shorts, have hair pulled back away from the face if longer than nose length, and no jewelry. No excessively long or sharp nails. No bracelets, necklaces, rings, anklets, dangling earrings, etc. Earrings may be worn if stud/post only.
- Ω **STUDENT CONDUCT:** Students who do not follow gym rules will be given a verbal warning, and the child will be asked politely to follow the rules of the gym. On 2nd warning, the child will be asked to sit quietly near their instructor/class before being asked to return to class/activity. The 3rd warning will result in a phone call to the parent and dismissal from the class/activity.
- Ω **CLASS PICK-UP/DROP OFF:** All Non-Competitive Program students are dropped off by their parent/guardian via the student drop-off/pickup roundabout at the front of the building. Student pick-up is also done in the roundabout at the end of class. Students are called out by an OMEGA staff member as each vehicle pulls to the front of the line. Any students needing to be escorted in should greet the staff member before proceeding to the front door. Students are to be picked up promptly at the end of class. You may refer to the times posted in the roundabout or contact the Front Desk for questions. Students are not allowed to wait outside the building. Students in our Pegasus (Parent Participation) classes are not required to use the roundabout and should refer to the Parking policy below to determine proper parking location.
- Ω **CLASS ATTENDANCE:** Attending your regularly scheduled class on a weekly basis gives each child consistent instruction and the best opportunity for improvement and skills progression. Please arrive five minutes prior to your participant's class start time. If your student is unable to make their class, please email or call the Front Desk for us to update their attendance record. If no students arrive within 15 minutes of the class start time, the class will be cancelled for that day. There are no make-ups provided for missed classes.

**Policies and Procedures, *continued***

- Ω **WELLNESS POLICY:** Any student who is ill or has a household member that is ill should not attend class. Families should ask themselves if the student (1) has had a fever in the past 24 hours? (2) Do they have a sore throat? (3) Do they have a persistent cough? If the answer to any question is yes, the child may not participate, and the parent should notify the Front Desk of the absence.
- Ω **VIEWING AREA:** OMEGA has two viewing areas: One for Recreational students and one for Competitive students. Viewing areas have limited space. Standing in walkways is not allowed. For the safety of our participants, flash photography and video cameras with bright lights are prohibited. All children who are not in class **must be accompanied by parent/guardian at all times** while on premises. Parents, siblings, and visitors are prohibited from entering the gym area. This is for student and instructor safety.
- Ω **PARKING:** Parking is located in front and rear of the building along with the one designated OMEGA bay next to the student drop-off and pick-up roundabout. Children are required to be accompanied by an adult in the parking lot at all times. For everyone's safety, please use designated parking spaces only. No parking in neighboring shipping docks or posted no parking zones. Violators will be towed at owner's expense. OMEGA has no control over neighboring businesses' decisions to tow vehicles. Please see Student Drop-off/Pick-up for proper protocols.
- Ω **ADD/DROP/TRANSFER CLASSES:** Your child is automatically registered in class(es) from month to month. Any change to class enrollment (add/drop/transfer) must take place with the Front Desk. Class enrollment discussions with instructors do not take the place of communication with the Front Desk.
- **ADDING CLASSES:** Adding an additional class may be done at any time via the Customer Management Portal or the Front Desk. Each additional class a student is enrolled in receives a 25% tuition discount and a 20% tuition discount for sibling enrollment in the Recreational and Team programs.
 - **TRANSFERING CLASSES:** Transferring classes of the same level may occur at any time. This must be done via the Front Desk. Transferring to a higher-level class must have a Pre-Approval on file. Transfer may be frozen for a short time annually for OMEGALYMPICS.
 - **DROPPING CLASSES:** Students are enrolled until dropped. **Drops must take place with the Front Desk by the 15th of current month to avoid your account being charged tuition for the upcoming month.** This allows time for new students to be added to the roster for the upcoming month(s). OMEGA does not pro-rate or refund for classes dropped mid-month. Gymnastics is a year-round sport. Monthly class enrollment does not end on any specific date or event.
 - **ADMINISTRATIVE DROPS:** Accounts that are overdue may result in student removal from class enrollment. See Tuition Payments and Collection Policy topics for details.
- Ω **PET POLICY:** OMEGA is a pet free zone. OMEGA has an exception for appropriately identified service animals. Disruptive animals will be asked to leave. Please notify the office if you will be attending with your service animal. Companion Pets do not qualify under the ADA Rules and are not allowed.
- Ω **OMEGALYMPICS:** OMEGA hosts a showcase and exhibition annually for our students to showcase their skills and abilities. Students in our Recreational and Competitive programs participate in this event with fun, choreographed routines. OMEGALYMPICS dues are applied to all member accounts and payment is typically due with March tuition. Dues include uniform, award, student participation, and three show tickets for the family. Participation in OMEGALYMPICS is optional; however, families must **Opt Out of the performance** via email to the Front Desk by the deadline announced each year. Once the deadline has passed, no credits will be given for the event dues.
- Ω **LOST AND FOUND:** Competitive Athlete items left at the gym will be placed into the Lost and Found located by the gym water dispenser. Periodically, Lost and Found will be displayed for athletes in the Competitive Gym before being donated to Goodwill.
- Ω **PRIVATE LESSONS:** Private lessons may be requested for OMEGA Members ONLY. Private lesson scheduling is not guaranteed. Members' account must be up to date on payments to be eligible to schedule a private lesson. Each person scheduled for a private lesson must have an Individual Training Consent form on file and a valid payment method on their account. Guardian must be available for lesson observation.
- All private lessons must be booked through the Front Office regardless of the coach, time of day, or day of the week. There are no exceptions. Private lesson costs are made up of two components: (1) Coach Fee per Hour: This rate varies by coach and must be paid directly to the coach via cash **prior** to the start of the lesson. (2) Gym Rental Fee: This fee is added to the member's account by the Front Desk at the time the Private lesson is booked. This fee is \$10 per person per lesson

COMPLIMENTARY WIRELESS INTERNET: Wireless Name: **O-O-OMEGA** Password: **5034664872**



Revised 09/25/2025

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