



POLICIES & PROCEDURES

PAYMENT- The following forms of payment are accepted: Cash, Check, Visa or MasterCard. All customers are required to have their account setup for autopay. Bay Island does not issue refunds, credits, pro-rate, or guarantee make-ups for missed classes, camps, parties, or activities due to personal reasons.

LATE FEES/BOUNCED CHECKS - Your account will be charged an additional \$20 for any check that is returned unpaid by your financial institution and \$10 if tuition payments are received after the 5th of the month.

AUTOPAY - Tuition and any balances on your account will be processed on the 1st of each month. If you wish to pay by check, cash, or with a different credit card (other than the one on file), please submit payment prior to the last day of the previous month. I understand I am obligated to pay full tuition once a month begins.

ANNIVERSARY FEE - All students are required to pay a non-refundable annual insurance/registration fee and have up to date information on file. This will automatically renew annually on the first day of your child's anniversary month.

DISCOUNTS - The following discounts will automatically be calculated: 10% Sibling discount, 20% off each additional class for one student. Discounts are applied to the less expensive class and are not to be combined with a sibling discount.

MAKEUP POLICY - Makeups are provided as a courtesy for actively enrolled students only, as space permits and are limited to one per month. Once a make-up is scheduled it cannot be re-scheduled for another date, as we are reserving the space for your child. Because of our strict student to teacher ratio, make-ups need to be scheduled in advance by phone, email, in person, or via website. Missed classes will not result in prorated tuition or refunds.

TRANSFERRING CLASSES - may be requested and will be granted if there is space in the requested class. Moving to a more advanced class requires the consent of the instructor and a trial evaluation.

DROP PROCEDURE - Bay Island is a year round program. If you wish to end enrollment, a written drop notice is required to terminate billing two weeks prior to the discontinued month. Only a written notice via email, regular postal mail or hand delivered to our front desk will be acceptable. Please note: You are responsible for payment for your student's classes WHETHER OR NOT YOUR STUDENT ATTENDS CLASS. Please do not rely on your student to verbally let us know that s/he 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 upcoming month. 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 - Girls and Boys can participate in activities with bare feet and wearing a leotard, or fitted t-shirt with shorts/pants without pockets, zippers, snaps, or buttons. Long hair must be tied up out of face to ensure safety. The following items are not permitted during participation for the safety of the participant: tights with feet, socks, large baggy clothes, jeans, or jewelry (stud earrings are permitted).

LOST & FOUND - Our "Lost and Found" bucket is located in the waiting area. All unclaimed items are donated to charity at the end of the month. BIG is not responsible for lost or stolen items.

ARRIVAL AND PICKUP - Be sure your student arrives 5 minutes before (no earlier please) 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.

WAITING AREA - Participants, parents and/or guests may only enter the training/activity area with the consent of a Bay Island Gymnastics staff member. Students are to remain in the waiting area until class is called. For your child's safety and wellbeing, please do not leave your child unattended in the gym prior to or after his/her scheduled class time. Non-participating children are to remain in the waiting areas under adult supervision at all times.

FACILITY - Please help us keep our facility clean and sanitary. Assist young children in need of using the restrooms and cleaning up after themselves in the lobby and other areas. Small Children are not permitted in the upstairs study area. We recycle, so please throw waste in the appropriate bins.

HOLIDAYS - The following holidays are fixed into monthly tuition and will not receive make-ups. New Years' Eve & New Years' Day, Thanksgiving Day, Christmas Eve, Christmas Day, Memorial Day, Independence Day, Labor Day. Tuition is based on an average of 48 classes per year. If we are closed any additional days an additional makeup will be offered.

PHOTOGRAPHY - I authorize use of my own and my child's visual image, and verbal/written statement in newsletters, posters, websites, and all other promotional uses for Bay Island Gymnastics, LLC without compensation. I also will only video and photograph my own child; as well as post only my child's activities to social media sites.

Acknowledgment of Risk and Waiver of Liability

As legal guardian of my designated student(s), I consent to the named students' participation at Bay Island Gymnastics, LLC. I realize the potential for injuries, including paralysis or death, when participating in any activity involving motion and height. I understand that it is the intent of Bay Island Staff to provide for the safety and protection of all students, and injuries may still occur. I understand that children are not permitted in the activity areas without an instructor. I hereby forever release Bay Island Gymnastics, LLC and its employees from all liability, claims and for all damages and injuries occurring while on the premises, during participation/training at Bay Island Gymnastics, LLC or while performing at an event for Bay Island Gymnastics, LLC.

Furthermore, I hereby agree to provide for the possible future medical expenses which may be incurred by my child. I give my permission to the Bay Island Staff, as well as any medical professional, to administer emergency medical treatment to my child. It is understood that this authorization is given in advance of any specific diagnosis, treatment or hospital care being required but is given to provide authority and power on the part of the aforesaid agent to give specific consent to any and all such diagnosis, treatment or hospital care which the aforementioned physician in the exercise of his best judgment may deem advisable. This authorization is given pursuant to the provisions of Section 25.8 of the Civil Code of California.

I have read and understand the Acknowledgment of Risk and Waiver of Liability, Gym Rules, and Policies & Procedures and agree to the terms as written. By signing this document, I acknowledge that if anyone is hurt or property is damaged during my participation or my child's participation, I may be found, by a court of law, to have waived my right to maintain a lawsuit against Bay Island Gymnastics, LLC on the basis of any claim from which I have released Bay Island Gymnastics, LLC herein. I have had sufficient opportunity to read and fully understand this entire document and I agree to be legally bound by its terms.

Billing Authorization

I represent and warrant that if I am purchasing/using Bay Island Gymnastics Services or from Merchants that (i) any credit or bank account draft (ACH Draft) information I supply is true and complete, (ii) charges incurred by me will be honored by my credit card company or financial institution, and (iii) I will pay the charges incurred by me at the posted prices, including any applicable taxes, fees, and penalties.

I hereby authorize Bay Island Gymnastics, LLC to charge my bank, or credit card account. I understand that a written drop notice is required to terminate billing, this notice is due two weeks prior to the discontinued month and I am responsible for payment whether or not my student attends classes until I notify this facility in writing.

Should I dispute a charge through my financial institution this will constitute a breach of contract possibly resulting in, but not limited to, penalties, additional fees, collection, legal action, and/or termination of any and/or all current and future services.