

## EPCFA Policies and Procedures

**Tuition Payments:** First month's payment must be paid either by credit card, check or cash. The following month's payment will be automatically deducted at the beginning of the month from the account you specify. There will be no extra charge for months with five classes or no price adjustment for months with three classes.

**Class Attire:** Parents must provide appropriate class attire per the following. All gymnastics and tumbling students are required to wear a leotard to class. All Intermediate and Advanced Gymnastics students are required to purchase and wear grips for class. All Stars Cheer and Acrobatics and Tumbling students are required to bring clean sneakers to class. All other students must wear comfortable, form fitting athletic safe attire to class. No sports bras, crop tops, or hooded sweatshirts are allowed to be worn in any class. Students are required to be barefoot in the gym, long hair must be pulled back, and no jewelry may be worn (exception for small stud earrings).

**Class Schedules:** Classes may be combined or cancelled depending on enrollment.

**Class Withdrawal:** If you decide to withdraw from any class/classes, you will be responsible to complete and sign the Class Withdrawal Form to notify EPCFA of your intention. Email or phone submissions will not be accepted. You will be charged a \$25.00 Withdrawal Fee to discontinue tuition payments. You must submit your form before the 15<sup>th</sup> of the month to the front desk in order to stop payments for the next month. No refunds will be given; credit will be issued.

### Discounts:

1. Sibling Discounts- Receive \$15 off your first month's tuition for each additional sibling.
2. Multiple Class Discounts – Receive 25% discount off 2<sup>nd</sup> class same child.

**Auto Payments:** Auto payments will be taken out at the beginning of every month. **Declined Payments:** If an auto payment is declined by the bank, you will be notified via email. You will be required to resubmit your bank information. This information may be supplied in person or over the phone. For security reasons, we will not accept this information via email. There automatically will be a \$35.00 bank resubmittal fee for any declined payments. If your account has not been reinstated within 10 days from the date of email notification from EPCFA, your child will not be allowed in class.

**Returned Checks:** If your check is returned by your bank, you will be charged the amount of the check plus a \$35.00 return check fee.

**Refunds:** We do not offer credit and/or refunds on cancelled classes due to holiday, vacation, illness, weather or any other reason.

**Trial Classes:** We offer trial classes for \$15.00 a class with a limit of one per child per discipline. Please schedule in advance.

**Safety:** No food will be allowed in the gym areas or dance studios. For children's safety, children cannot wear shoes or socks in any of the gyms. Ensure your child's personal items are marked with their name. There is a lost and found tub in the hallway area. EPCFA is not responsible for lost or stolen items. For all PreK classes, students must be independent in class. EPCFA is not certified to teach special needs children.

**Sickness Policy:** Please be considerate of other families and instructors and **do not** bring your children when they are sick. Strong cough, pink eye, staying home from school due to virus/illness, green mucus nose, etc. are all examples of when not to bring your children to class.

**Parent Responsibility:** We ask that children arrive 5 minutes prior to their class start time. This insures EPCFA classes to begin on time without class interruptions. Toddler age children will wait in the observation area for their instructor to pick them up and take them to class. Please encourage younger children to use the restrooms prior to class, so they are not disrupting or losing valuable class time using the bathrooms. School age children will wait in the locker room for their instructor to pick them up and take them to class. Each class begins with stretching and warm-ups. This is a very important part of our classes, to assure that your child's body is properly warmed-up to prevent injury. Please allow our instructors to instruct the class and your child. There is a progressive curriculum and skills for each level of class. It is important for the child to keep their focus on the class and their instructors. After your child is called into class, parents are more than welcome to stay and watch on the TV monitors in our observation areas. Toddler age children will be released to their parents in the observation area and must leave with a guardian or parent. School age children will be picked up in the locker room by their parent or guardian.

**Waiver/Liability Forms:** All participants' parents/guardians must sign a consent form, or your child/children cannot participate in any class activities.

**Attendance Policy:** Regular attendance in classes is expected in order to ensure students are learning skills in a safe and progressive manner. Due to limited class sizes, we are unable to hold spots for students that do not attend classes regularly. EPCFA reserves the right to suspend tuition payments and remove your child from the class should their attendance rate fall at or below 25% over the course of a two-month period. If you are aware that you will be unable to attend classes for more than a month at a time, you are to inform EPCFA management.

**Make-up Policy:** Make-up classes must be scheduled in advance and can be made-up in other classes and disciplines. All missed classes must be made up by the last day of year-round sign up registration. Make-up classes will not be carried over to next year's registration. Please call, email, or schedule at the front desk 24 hours in advance to reserve class time and date.

**Behavior:** There is a strict 3 Point Discipline Policy that will be enforced when a teacher/instructor encounters inappropriate behavior problems with a child in class. The teacher will first attempt to resolve the problem with the child. If this fails, the parent/guardian will be consulted.

- **1<sup>st</sup> offense**-Verbal Warning- The Instructor will speak with the child about the inappropriate behavior in class and the specific rules they must follow. Parent/Guardian will be advised at the end of the class of the behavior.

- **2<sup>nd</sup> offense**-Written Warning- If a child continues to misbehave in the class, the teacher/instructor will seat the child away from the activity. Parent/Guardian will be notified by the General Manager of inappropriate behavior and a written warning will be put in their file.
- **3<sup>rd</sup> offense**- The General Manager will notify parent/guardian that the child will be removed from the program and will not be eligible to return.
- Note: Any child whose behavior endangers the safety of themselves, or others will immediately be removed from the program.

**Weather Policy:** In the event of inclement weather, **please call 610- 967- 5437**, or check for a posting on WFMZ-TV, **EPCFA** website, Facebook, or Instagram. We will provide a make-up class for any class that is cancelled due to weather or circumstances beyond our control. Please refer to make-up polices.

**EPCFA Closings:** EPCFA closes for the following holidays: **Easter Break, Memorial Day, Independence Day, Labor Day, Thanksgiving Break, Christmas Break.** Please refer to our website under the 'Holiday Closure' tab for closure dates and more information.