

REGISTRATION POLICIES:

REGISTRATION AND PAYMENT OPTIONS:

We have two registration options to allow flexibility and convenience.

• **MONTHLY:** Students are enrolled ongoing from the time of registration until written notice of withdrawal is received. Class fees are processed on a monthly basis: the first month's payment is taken at the time of registration; ongoing monthly fees are taken on the 25th of each month for the following month.

Fees are a flat rate based on the average number of classes per month in the year. No compensation is made for closures due to statutory holidays, gym maintenance, and periodic breaks.

- Single month registration: Register for one month only – must explicitly state **CURRENT MONTH ONLY** in comments section or email service@tumbletown.ca with notice of end of month withdrawal (see Class Withdrawals for further information).
- Registration is always open – enroll at any time throughout the year! Enrollment begins with the first date of the class following registration. Fees will be pro-rated based on your date of enrollment.
- Flexible withdrawal policy: see Class Withdrawals for further information
- No need to keep registering, as it is ongoing

TERM: Term registration option registers your child for the term in full with a definitive end date. Terms are 12-16 weeks in length. Any further registration will require re-enrolment. Billing occurs in full at time of registration. Fees will be pro-rated for late registration. Term fees are based on the exact number of classes in the term period, therefore may vary between classes.

All fees are subject to GST

Any families on monthly enrolment may change to term enrollment by contacting the office at service@tumbletown.ca or by switching manually on the parent portal under ePayment Schedule.

Private & Group Bookings: Booked week to week, all bookings to be made online or via email service@tumbletown.ca. Payment taken in full at booking. Group Bookings – one family to book on behalf of groups, TumbleTown will be in contact to complete registration of all participants if not provided at time of booking. Payment taken in full at booking (TumbleTown can split fees between families accordingly).

MEMBERSHIP FEE

An annual membership fee of \$50+gst per child is due upon registration and is required for participation in all programs including weekly classes, Gym-venture Days, camps, ongoing private lessons, Family Drop Ins, and events (except Birthday Parties). Memberships will be renewed annually from the date of registration provided your child is still enrolled in a

program. Membership rate is subject to change annually without notice. Once a member has registered, the annual membership is non-refundable.

ON-GOING REGISTRATION

TumbleTown will accept registration at any time, dependent on class availability. Fees will be prorated accordingly where required.

CLASS TRANSFERS

Transfers are permitted dependent on class availability.
Contact service@tumbletown.ca with any requests.

CLASS CANCELLATIONS

Classes must meet our minimum class size in order to run. TumbleTown reserves the right to cancel or reschedule classes based on enrollment. You will be notified and will receive a full credit or refund for a class should it be cancelled due to low enrollment and an alternate class not be available.

In the case of class cancellation due to circumstances beyond TumbleTown's control, such as power outages or inclement weather, no compensation will be forthcoming. A make-up class will be offered where possible.

CLASS WITHDRAWALS

• **Weekly Classes (with monthly payments):** If you withdraw before your class starts, an 80% credit will be applied to your account. Once class has begun, we do not offer any credits for paid fees. You may withdraw from classes at the end of any calendar month – requests must be made in writing prior to the 18th of the month you wish to finish with and you will not incur any further charges.

– No refunds are offered once payment has been made, except in the case of illness or injury. Request must be accompanied with a doctor's note. 100% of the pro-rated balance will be credited or refunded toward a future program.

Term enrolment: If you have chosen term registration, you are enrolled for the term in its entirety. If you wish to un-enrol on or before the first 3 weeks of classes, an 80% credit will be given for the remaining classes. There will be no non-medical withdrawals given following the third week of lessons.

Refunds will not be given for withdrawals, except in the case of illness or injury. Request must be accompanied with a doctor's note. 100% of the pro-rated balance will be credited or refunded towards a future program.

• **Private & Group Bookings:** Once fees are processed, there are no credits or refunds. A minimum of 24 hours' notice must be provided to rebook your lesson to a different date. Re-bookings will be based on availability.

• **Tumble Trek Adventure Camps, Gym n' Swim, & Gym-venture Days:** A minimum of 2 weeks' notice is required in writing. We offer an 80% credit to be used in any TumbleTown programs. If withdrawal is made with less than 2 weeks' notice, no credit or refund is offered without a doctor's note.

ALL requests must be made in writing to service@tumbletown.ca

MAKE UPS

- **Weekly Classes:** Make-up classes are offered ONLY for classes missed due to illness and a doctor's note may be requested. Make-ups will be offered at no cost in a Family Drop-In time based on availability. One make-up permitted for each month of enrollment and must be completed while the student is still currently enrolled in a class at the time of the make up. Make ups must be booked in advance by logging into your Parent Portal [HERE](#) and going to the Events tab. Under extenuating circumstances and at the discretion of an Administrative Team Member, a make-up might be granted in a structured class for an administrative fee of \$15+gst.

- **Private & Group Bookings:** We do not offer make-ups; however, if 24 hours' notice is provided, we can rebook your lesson based on availability. Groups must choose to rebook in full – unfortunately no concessions can be made for an absent participants. Email any requests to service@tumbletown.ca.

DROP-INS TO STRUCTURED CLASSES

- Drop-ins are allowed only where space permits
- Drop-ins may be booked no sooner than 4 days prior to the class.
- Drop-ins can be booked online through our registration system: PLEASE NOTE: you must state explicitly in the comments section. If you do not, you will be automatically registered on the monthly plan and charged accordingly.
 - Alternately, please email service@tumbletown.ca to inquire about drop-ins
- Drop-ins are charged as per the one-time drop-in rate. Fees will be taken at the time of booking. No refunds or credits offered.
- Any family actively enrolled in a class may drop into an additional class at the current program rate but must register in advance.