



## Frequently Asked Questions – Payment Policies

Severna Park Gymnastics will begin a year around program beginning September 1<sup>st</sup>, 2014. We believe this change will better serve our families and children by offering more flexibility and a convenient auto-payment program!

### What is a Year Around Program?

A year around program means that children may enroll at any time as long as there is space available in the desired class. We offer a monthly tuition based on an average of four classes per month. If there are five classes in a month, we do not increase tuition. If there are three, we do not give credit.

### Are There Sessions Like There Has Been In The Past?

There will no longer be sessions, so when your child is ready for a break or needs to play another sport, simply notify us in writing by the 15<sup>th</sup> of the month and we will end your child's enrollment on the 30<sup>th</sup> or 31<sup>st</sup> of that month! No more figuring out when sessions start and end!

### How is Tuition at SPG Paid?

A credit or debit card on file is required to register for classes. **All tuition is DUE BEFORE THE 25th of each month (for the next month) and can be paid by cash, check, debit, or credit card.** If tuition is not paid by the 25th and no one has informed us of dropping a class, all unpaid balances will be charged to your card on file. If your payment doesn't go through for any reason you will be charged a \$10.00 decline fee. If delinquent tuition is not paid before the first of the month, your child will be tagged inactive by the computer, will be un-enrolled, and children on the waiting list will be called. All refunds will be subject to a \$25.00 fee and all returned checks will carry a fee of \$35.00. Once we have taken a bad check, all tuition must be paid from then on by cash or debit/credit card.

### Do I have to keep a Credit Card on File with SPG?

Yes. Tuition can be paid with another method as long as it is received by the 25<sup>th</sup> of the month. If tuition is paid for with another method by the 25th, your credit card will not be charged. For your protection, your credit card number once entered is not visible to anyone.



### **How do I end my child's enrollment at SPG?**

To take a break from a class or end your child's enrollment at SPG, simply notify SPG in writing via a drop form or an e-mail to [registrations@severnaparkgymnastics.com](mailto:registrations@severnaparkgymnastics.com) by the 15<sup>th</sup> of the month. Your child's enrollment will then end on the last day of that month. Once a child drops from a class, their spot is given to another child on our waiting list. There is no guarantee that once a child drops from a class that they will be able to get back into the class. All enrollments is space dependent.

### **Is there a registration fee?**

Nope! Severna Park Gymnastics does not charge any kind of membership fee or registration fee.

### **Do you Prorate Tuition?**

Yes, if a student starts in the middle of a month then SPG will prorate the tuition for that month based on the number of classes remaining.

### **Do You Give Refunds?**

Severna Park Gymnastics does not offer refunds for any reason.

### **Do You Offer Any Discounts?**

We offer a generous discount for multiple classes for one child and multiple students from one family. We charge the same discount for either. Our discounts are: first class in family (the highest tuition) is full price, second and third classes 10% off, and the fourth and fifth classes 20% off.

### **Are You Closed for Any Holidays?**

Yes. We are closed for the following holidays:

Memorial Day, Independence Day, Labor Day, Halloween evening, Thanksgiving Break (Thursday, Friday and Saturday), a holiday break during Dec/Jan (Christmas Eve to Jan 2), and Easter Break (Friday, Saturday).