



Welcome to Kenwood Gymnastics Center!

Ways to Register with KGC

Visit our website www.kenwoodgymnastics.com to register for classes. Select the *Registration* tab, and click on *Create Account* to access the Parent Portal. Fill in the basic contact and student information, read and **agree** to Kenwood's policies and waiver. Now you're ready to sign up for classes!



enrollment status.

Once you've found a class that works for you, send in an enrollment request by simply clicking on the box to the right of the class that says *Submit Request* or *Wait-List*. You can join as many classes or wait-lists as you would like. Requests will be reviewed and responded to by email within 1-2 business days. Your confirmation email will inform you of one of these four enrollment categories; active, wait-list, denied, or trial as well as an explanation of your status. Feel free to email info@kenwoodgym.com with any questions about

Continuous Enrollment

Once a student is enrolled, we will assume you plan to continue classes and will continuously bill you for these classes; we call this "rolling enrollment". **If you want to drop a class prior to the new session starting you need to notify Kenwood IN WRITING by the deadline provided.** You can find this deadline information on our notable date's document which is always available in the front desk info rack.

Transfer or Drop

If your student needs to change or drop a class, you can sign into your account to manage these tasks. This can also be done by calling or stopping at the front desk when you're in the gym. Notification of a drop can be made anytime in advance but **must** be submitted before the billing period payment due date. You can notify us in one of two ways: by selecting a *Drop* date in the Parent Portal or by email to info@kenwoodgym.com. If notification is not submitted (you simply stop coming) or is received after payment is due, you **WILL BE BILLED** for the next billing cycle. Without notification of a drop, you are still expected to pay for the secured spot you signed up for. There are often students on wait-lists who could potentially be in those spots that are left unused.

When to Pay

Depending on the program, KGC uses an eight-week billing cycle (Preschool, Progressive, Tumbling & Tramp) or a monthly billing cycle (All Team Programs, Dance, Girls High School). Tuition will be prorated for those who begin mid-cycle and for KGC holidays or event closings.

AutoPay

Your credit card information will NOT be captured unless you sign up for the AutoPay option. Paying with a credit card online or in person does not keep your credit card information in our system. To sign up for AutoPay, sign in to your account online and click on the *Payments* tab in the green sidebar and then *Add AutoPay Information*.



Holiday Billing

Eight-Week Billing Cycle Programs: KGC will prorate tuition for the days we are closed. See KGC Holidays listing at the end of this packet, in the gym lobby or on our website.

Make-ups

Missed a class? No worries! Make-ups depend on the program you're attending. Preschoolers may schedule a make-up in a class that has room by stopping at the front desk. Progressive and Tumbling & Tramp gymnasts can attend an open gym for free if they miss a class; stop at the front desk or give us a call to set it up. Team gymnasts should consult with their coach.

Refunds and Credits

KGC does not issue refunds or credits for missed classes, failure to notify gym of a dropped class after payment, auto-pay charges or a change of heart. If your student cannot continue classes due to injury, please call the gym and that will be addressed in a case by case basis.

Advancing Levels

Our coaches are trained to monitor and document each student's individual progress. Once your child has mastered the required skills to move up, our coaches will notify you about the new level change. Students are not required to change levels at any specific break, date or billing period. Coaches maintain a skills chart for each student, which you and your gymnast are welcome to inquire about and see at anytime. Just ask your coach!

Lost and Found

All lost items will be set out in our lost and found shelf in the lobby. If you are missing an item, please check there as soon as possible. We frequently make donations of the unclaimed articles. KGC is not held liable or responsible for any objects lost.

