



## Policies and Procedures

**Tuition:** We will run an automatic payment through AMEX/VISA/MC. This will be done on the 1st day of each month.

**Membership Fee:** \$40 per student, due when your child starts class and renewed yearly. This membership is discounted \$10 for additional family members with a maximum amount of \$90 per family, and is non-refundable.

**Observation:** Parents are welcome to observe classes, but must remain in the observation areas at all times. You must stay on site if your child is not potty trained.

**Make-ups:** We offer Unlimited Make Ups! In order to request your make up please visit our Parent Portal. When submitting a request under enrollment type, select make up. In order to take advantage of this make up policy your child must be currently enrolled in class(es) and tuition must be paid up to date without any outstanding balances. We do not give credit for missed classes. Make Ups are a courtesy, not guaranteed however we always do our best to find an open spot in a class for your student.

**30 Day Money Back Guarantee:** We feel we offer the very finest children's programs in the Valley. However, we also know that we cannot always offer what every child needs at all stages in their development, and that is why we offer the following guarantee: If during your child's first month of class with us, you are not satisfied for any reason, we will cheerfully refund your 30 day tuition.

**Withdraw:** We require a 7 days notice prior to a new billing period to avoid being charged another month of tuition. Please fill out the request on our website at [arizonasunrays.com](http://arizonasunrays.com)

**Missed Classes or Payment:** We continually strive to offer our families the best programs here at Arizona Sunrays Gymnastics and Dance Center. Due to the high volume of enrollment requests; if your child(ren) miss 4 consecutive classes or we do not receive the monthly tuition payment we will have to un-enroll your child(ren). If you wish to return to classes, you can call the front office at any time to make a payment and/or re-enroll. We cannot guarantee the same time slot; however, we would be happy to work with you to find a schedule that fits your needs based on availability.

**PLEASE DO NOT ENTER THE GYM FLOOR AREA. WE HAVE EVERYONE'S SAFETY IN MIND.**

**Arizona Sunrays is NOT responsible for Lost or Stolen Items!**

**I understand that photos taken at Arizona Sunrays may be used for advertisement purposes and I release all rights to any of these pictures.**



## FAQ for Arizona Sunrays

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**How long am I enrolled for?** We require a 7 days notice prior to a new billing period to avoid being charged another month of tuition. We cannot credit/refund for any unused classes.

**What if I start in the middle of the month?** You can sign up at any time. Your tuition will be pro-rated for the month you are starting. We ask that you pay for your prorated month and Membership Fee at the time of sign up.

**What should my child wear to class?** Most girls prefer to wear a leotard. Boys should wear a T-shirt & gym shorts and bare feet. Ninja uniforms are required for all Ninja Zone participants. Long hair should be tied back. No jewelry, please. Our Sunrays pro shop is fully stocked with a wide variety of leotards, shirts and novelty items.

**How/when does my child move up?** All children move at an individual pace. Our highly qualified staff is always monitoring and recording your child's progress. Your child's Instructor will contact you when your child is ready for the next level. Our priority is your child's safety, enjoyment, and success!

**What if my information changes:** When any of your contact or billing information changes (address, phone numbers, emergency contact person, email address, credit card, etc.), please update your account through the parent portal.

**General Information:** Children should be picked up promptly from class. Children are not allowed to play on any gym equipment or be in the gym area and dance studios at any time without Instructor supervision. Children that are not in class should remain with parents in one of our lobbies. If your child requires assistance to use the bathroom, you are required to remain in the building during his/her class time.