

CLASS EXPECTATIONS & REFUND POLICY

As part of a successful experience in one of our many programs we ask that parent review the following information in order to be prepared.

ARRIVING & DEPARTING FROM CLASS

- Please bring a personal water bottle (no glass). Water fountain may be off limits at certain times.
- Wear clothes that are easy to move in. (no zippers). No jewelry and hair should be tied back.

Arriving to the gym

- Arrive no earlier than 5 to 10 minutes before class
- Enter via the main entrance right door only
- Remove shoes and place on designated racks
- Walk to designated waiting point for Rec athletes or as instructed and wait for coach to arrive
- Use washrooms prior to class starting
- Sanitize or wash your hands before entering technical area

Leaving gym

- Follow any directional arrows as noted
- Collect shoes
- Go to door to wait for ride. Athletes should not leave building until their ride has arrived.
- Coach will be there to ensure all athletes depart safely.
- When at home wash your hand again with soap and water.

CREDIT NOTE & REFUND POLICY FOR PROGRAMS:

1. **NO** make-up classes are offered for missed classes by the member.
2. All cancellations are subject to a \$25 admin fee.
3. REFUNDS will only be granted prior to 1st day camps and up to the 2nd day of classes commencing at a prorated amount.
4. CREDIT NOTES will only be granted after the 1st day of camps or the 2nd day of classes commencing.
5. NO CREDIT NOTES or REFUNDS will be granted after 70% of the program has past.
6. In the case of medical concern or injury, families will be granted either a REFUND or CREDIT NOTE for remaining classes, but must provide a doctors note.
7. ALL DGC Memberships are non-refundable once the first class or camp has started.
8. If Dynamyx delays or cancels a class, zoom classes may be temporarily arranged to replace the conditioning and small skills portion of the regular classes that can be completed virtually.

DISCLAIMER: Replacement Zoom Classes will follow the Alberta Gymnastics Federation guidelines for acceptable online-training instruction inline with their insurance policy.

MEMBERSHIPS: Be aware if you registered for a Summer Camp or Sessional Class you will still be charged a GFA membership. If you have purchased a Summer Camp or Summer Only membership, you should see a discount applied to the new membership added to your account.

MISSED CLASSES: Unfortunately, we do not credit or refund any missed classes. Missed classes **CAN NOT** be made up **NOR CAN** athletes join other class due to enrollment maximums.

HEALTH AND SAFETY:

As we transition back to more normal procedures we do wish to make families aware that we will follow all current provincial health orders and our governing body Alberta Gymnastics Federation recommendations.

We may require from time to time to advise families of any changes in restrictions during the session and will promptly communicate and enact these immediately.

Requirements may be, but are not limited to:

- Daily Health Checklists
- Sanitizing of hands on entry
- Wearing of masks as specified
- Movement within facility
- Spectator changes