

Roots Gymnastics Center
2011 – 2012 Registration Handbook
(valid through June 2012)



Dear Roots Families,

As Owner of Roots Gymnastics Center, my most important responsibility is to ensure that the Roots Mission - to “plant the seeds for healthy bodies and minds” – grounds everything we do. It is accurate to say that first and foremost, I see myself as Manager of the Mission. To that end, if ever I can do anything to help your children have a more rewarding Roots experience please contact me at 413.562.2333.

Warmest Regards,

Kari DeMarinis
President

Please read this Handbook in its entirety, as it has information you NEED to know. A critical concept to our registration process is this: We guarantee CURRENT STUDENTS their ongoing class positions *if and only if* tuition is paid by the PRIORITY DEADLINE. NEW STUDENTS should register as early as possible, before the Priority Deadline; once the deadline passes NEW STUDENTS are placed into class based on availability and are expected to pay for the term by the next Priority Deadline. To repeat:

1. **NEW STUDENTS register NOW!** We will always enroll a child in a class (space permitting). We will prorate from the time you start. You then will be required to pay by the next Priority Deadline to maintain your child’s spot in the class.
2. **CURRENT STUDENTS** – If you fail to pay tuition on or before the Priority Deadline, you stand the chance of losing your class position. The Roots Gymnastics Center procedure was implemented for the benefit of the children as this time is needed in order to organize classes in advance of the Term start date. Thanks for your understanding and cooperation.

(See the Calendar of Terms of Page 2 for the Priority Deadlines as well as Term start and end dates.)

Tuition Payment Procedures

100% SATISFACTION GUARANTEE: If after your family’s first 1-2 classes at Roots Gymnastics Center you are not entirely happy, Roots will gladly refund 100% of your tuition for that Term. This guarantee is ONLY for families BRAND NEW to Roots (families who have never previously been enrolled).

10% FAMILY DISCOUNT/15 %MULTI-CLASS DISCOUNT: When more than one immediate family member is enrolled at the same time, ONLY the most expensive tuition in your family pays full fare; ALL lesser tuitions are discounted!

REGISTER AND PAY: Onsite, online, by phone, fax, US mail. **No ‘holding’ of class without payment.**

FORMS OF PAYMENT: Check, Cash, MasterCard or Visa, Discover and American Express.

PAY & HOLD: For any Term, simply pay half now and half later by issuing TWO checks, one dated on the day written, and one dated for FIVE WEEKS after Priority Deadline. Also available with credit card authorization. Please add \$2.50 to EACH payment for handling. Sorry, no invoicing available.

It remains *your* responsibility to pay tuition on or before the Priority Deadline in order to maintain your place in class (see Calendar of Terms, page 2). Magnetic calendars are available at the Customer Service Desk. If you are concerned about forgetting the Priority Deadline please consider Pay-In-Advance or Credit Card on File (see below).

1. **Pay-In-Advance:** Simply pay for multiple TERMS in advance and lock-in your priority STATUS for up to the entire school year. In the event your personal schedule changes and you cannot fulfill the

obligations for which you have paid, notify us in writing BEFORE the start of the Term and your money will be refunded within 14 days. Not available for Summer Flexi-Schedule.

2. **Credit Card on File:** We will securely keep your credit card on file and automatically charge tuition against it each term until you notify us otherwise. Change requests must be made in accordance with all regular procedures. Not available for Summer Flexi-Schedule.

\$25 ANNUAL STUDENT/\$40 ANNUAL FAMILY ADMINISTRATION FEE: The \$25 per child/\$40 per family (if more than one student) fee is due upon initial registration and on your anniversary date, thereafter. This fee defrays Roots Gymnastics Center’s administrative costs and bestows Previous Student status to any immediate family member of a Current Student.

RETURNED CHECKS: In the event your check is returned as NSF, there will be a processing fee of \$25.00.

Dropping, Changing Classes after a Term Begins

JOINING: No problem...tuition will be PRORATED, relative to your start date.

CHANGING class within the SAME program: We will gladly accommodate class change request within the SAME PROGRAM as long as a vacancy exists.

MEDICAL: For medical conditions validated by a physician’s statement, a family credit will be issued with that prorated amount based upon the date Roots Gymnastics Center first RECEIVES THE WRITTEN STATEMENT (retroactive requests *cannot* be granted, as it eliminates Roots Gymnastics Center’s opportunity to fill the vacated class spot). Upon request, a Roots Gymnastics Center check will be issued within 14 days.

SUMMER FLEXI-SCHEDULE: To accommodate your family’s summer vacation schedule we are proud to offer Summer Flexi-Schedule. Simply pay tuition based on the number of weeks you will be in town. It is NOT necessary to attend consecutive weeks to take advantage of Flexi-Schedule. In a word, flexible!

Calendar of Terms

5 TERMS PER YEAR: Roots Gymnastics Center carefully molds the year into 5 Terms based on the changes of the international calendar; the multitude of local school systems it serves, community sports programs.

PRIORITY DEADLINE: This is the deadline by which Current Students must pay tuition or forfeit their priority over New or Previous Students. Families who would rather not worry about the Priority Deadline should consider Pay-In-Advance or Credit Card on File, explained on page 2.

PAYMENTS for camps, clinics, parents night out and other events held at Roots Gymnastics Center are due upon sign-up.

2011-2012 Calendar of Terms	Priority Payment Deadline For Current Students	Closed for Holidays	Holiday Break
1 Sep 6 – Oct 29	August 6	Labor Day	
2 Oct 31 – Dec 23	October 3	Thanksgiving Break Nov 23-25	Dec 24 – Dec 30
3 Jan 2 – Feb 25	December 6		
4 Feb 27 – Apr 21	January 30		
5 April 23 – June 14	March 23	Memorial Day	

Please check our schedule for vacation camps and frequent flipper days.