



- Ω **MEMBERSHIP:** A \$40 (non-refundable) Registration Fee is applied at the time of enrollment. Members receive discounted rates on various programs and activities. An annual Administration Fee of \$40 will be applied each year on the anniversary of becoming members. OMEGA's Customer Management System will note this as "Auto Registration Fee" in the account ledger.
- Ω **TUITION PAYMENTS:** All accounts are set up with Automatic Payments using a credit/debit card (VISA, MasterCard, Discover, and AMEX). **Monthly tuition is due on the 21ST of current month for the upcoming month's class enrollment.** For those sharing payments with another party or wanting to pay via cash, OMEGA's Front Desk accepts payments via cash, check, or alternate credit/debit card any time prior to the due date. Any account balance remaining on the 21st will be paid using the card on file. Failed autopayments will have 3 days to pay balance before incurring a \$20 Late Fee. **NSF CHECKS WILL HAVE AN ADDITIONAL \$30 CHARGE ADDED TO THE BALANCE DUE.**
- Ω **COLLECTION POLICY:** Past due accounts will receive an email approximately 5 days after an account becomes overdue. A phone call will be made or hard-copy statement mailed if an account is 10 days past due. At 30 days past due, the account will be imposed an additional \$25 fee and turned over to *Tek-Collect* for further processing. Late fee/collection fee continue to accrue as long as an account has an outstanding balance.
- Ω **REFUND POLICY:** NO REFUNDS or CREDITS ARE GIVEN. In exceptional circumstances, a tuition adjustment may be placed on an account. These circumstances are reviewed on a case by case basis. **ABSOLUTELY NO CASH, CHECK, OR CREDIT CARD REFUNDS WILL BE GIVEN.**
- Ω **CLASS ENROLLMENT:** OMEGA runs on a 48 week calendar with an average of 4 classes per month. Class enrollment is ongoing. Once enrolled, the student's space is held in class month-to-month until a proper drop is completed at the Front Desk. Class tuition will be prorated if joining mid-month. Academy scheduled closures are not subject to make-ups or prorating. Please see next bullet for details on enrollment drops.
- Ω **ADD/DROP/TRANSFER CLASSES:** Your child is automatically registered in class(es) from month-to-month on an annual basis. Any change to class enrollment (add/drop/transfer) must take place with the Front Desk. Class enrollment discussions with instructors do not take the place of communication with the Front Desk.
- **ADDING CLASSES:** Adding an additional class may be done at any time. Multiple classes receive a 25% discount.
 - **TRANSFERRING CLASSES:** Transferring classes of the same level may occur at any time. Transferring to a higher level class must have a Pre-Approval on file. Transfers are frozen between April 15-June 30 of each year due to OMEGALYMPICS
 - **DROPPING CLASSES:** Drops must take place with the Front Desk by the 15th of current month to avoid your account being charged tuition for the upcoming month. This allows time for new students to be added to the roster for the upcoming month(s). OMEGA does not pro-rate or refund for classes dropped mid-month. Gymnastics is a year round sport. Monthly class enrollment does not end with OMEGALYMPICS.
 - **ADMINISTRATIVE DROPS:** Accounts that are not current (see Tuition Payments and Collection Policy topics) will result in student removal from class enrollment.
- Ω **CLASS ATTENDANCE and MAKEUPS:** Attending your regularly scheduled class on a weekly basis gives each child consistent instruction and the best opportunity for improvement and skills progression. Please arrive five minutes prior to your gymnast's class start time. Make-ups should be a rare occurrence and are only offered for excused absences. Delinquent accounts will not be allowed make-ups.
- Excused absences are those that have been called in to the Front Desk prior to the start of class. Excused absences are granted for illness, injury, pre-planned vacations, emergencies, or unforeseen circumstances. Excused absences are limited to one per calendar month.
 - Accounts must be paid in full to be eligible for make-ups options.
 - Make-up classes may not be rescheduled without 24 hour prior notification. Make-up classes are forfeited if unexcused.
 - Make-up classes are available to currently enrolled students only and must be completed within 30 days of the excused absence or the make-up opportunity will be forfeited. All make-ups must be scheduled with the Front Desk.
 - Make-up classes must be scheduled in the gymnasts' current class level or lower. Open Gym/ Preschool Play may be used as a make-up for missed classes. Competitive Program gymnasts are not eligible for make-up classes.
 - Make ups are for students that are currently enrolled in a class at OMEGA. A student who drops from Recreational Program class(s) forfeits any makeups he/she might have.
 - If only one student shows up for a class, the class will end 10 minutes early. If no students arrive within 15 minutes of the class start time, the class will be cancelled for that day.
- Ω **CLASS PICK-UP/DROP OFF:** Students need to be escorted to the front door prior to class. Students are to be picked up in the lobby promptly at the end of each class. Please call the Front Desk if you will be late picking up or if someone other than the primary guardian will be picking up your child. Students are not allowed to wait outside the building. Student pick up in designated spaces allowed and must be viewable by OMEGA Staff from the Front Door.

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Policies and Procedures, *continued*

- Ω **OMEGALYMPICS:** Our annual showcase and exhibition takes place at the end of June. Students in Parent Participation classes through Pre-Team showcase skills in fun, choreographed routines. OMEGALYMPICS dues are applied to all member accounts and payment is due with March tuition. Dues include uniform, award, participation, and three show tickets for the family. Participation in OMEGALYMPICS is optional; however, families must **Opt Out** of the performance at the Front Desk by the deadline announced each year. Once the deadline has past, no credits will be given for the event.
- Ω **DRESS CODE:**
- **Girls-** One piece leotard, hair pulled back neatly, jewelry limited to 2 stud/post earrings only. (bike shorts optional)
 - **Boys-** Boy's stirrup and compression shirt are recommended with hair neatly arranged. Shorts and t-shirt or tank, allowed.
- Ω **STUDENT CONDUCT/CONSEQUENCES:** Students not following gym rules will be given a verbal warning and the child will be asked politely to follow the rules of the gym. On 2nd warning, the child will be asked to sit quietly near a staff member for 5 minutes. The 3rd warning will result in a phone call to the parent and dismissal from the activity.
- Ω **PARKING:** Parking is located in front and rear of the building along with the designated OMEGA parking bays. Children are required to be accompanied by an adult in the parking lot at all times. For everyone's safety, please use designating parking spaces only. No parking in neighboring shipping docks or posted no parking zones. Violators will be towed at owner's expense.
- Ω **VIEWING AREA:** Parents, siblings, and visitors are prohibited from entering the gym area. This is for student and instructor safety. Please view student classes from the lobby viewing area to the right of the gym entrance or from the viewing area on the second floor. For the safety of our gymnasts, flash photography and video cameras with bright lights are not allowed. All children who are not in class must be accompanied by parent/guardian at all times.
- Ω **PLAYROOM:** OMEGA has a play area located adjacent to our downstairs lobby. We appreciate your help in cleaning up after your child before you leave. This area is a Food and Drink Free Zone. All children must be accompanied by/supervised by their adult parent/guardian.
- Ω **LOST AND FOUND:** Items left at the gym will be placed into the Lost and Found located by the downstairs play area. Periodically, Lost and Found will be displayed in the lobby before being donated to Goodwill. Please look for notices on Facebook and Twitter.
- Ω **PET POLICY:** OMEGA is a pet free zone. With the exception of service animals. Please notify the office if you will be attending with your service animal.
- Ω **REFERRAL CREDIT:** Refer a new member to OMEGA and receive a \$10 credit to your account. A credit will be applied when the new member registers for their first month of tuition.
- Ω **COMMUNICATIONS:** All members will receive monthly account statements and newsletters via email. For day-to-day updates, please check our website, Facebook page, or follow us on Twitter. If you do not receive statements and newsletters from OMEGA, please check with the Front Office to ensure we have the correct email address on file.
- Ω **WEATHER CLOSURE:** OMEGA takes into advisement the Beaverton Public School district weather closures. However, multiple factors are reviewed when determining whether to hold classes. Please check your email, Facebook, Twitter, OMEGA's website, or recorded voicemail for timely updates. Make-ups will be allowed for unforeseen closures due to weather. OMEGA does not pro-rate or refund for classes missed due to weather closures. If school is on late arrival, morning classes will start at 10:00AM.
- Ω **PRIVATE LESSONS:** Private lessons may be requested for OMEGA Members ONLY. Member's account must be up to date on payments in order to be eligible to schedule a private lesson. All private lessons must be booked through the Front Office regardless of the coach, time of day, or day of the week. There are no exceptions. Private lesson costs are made up of two components:
- Coach fee per hour: This rate varies by coach and must be paid directly to the coach via cash **prior** to the start of the lesson.
 - Gym rental fee: This fee is added to the member's account by the Front Office at the time the Private Lesson is booked. This fee is \$7* per person per lesson.

COMPLIMENTARY WIRELESS INTERNET: Wireless Name: **OMEGA** Password: **5034664872**

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Oregon Metropolitan Elite Gymnastics Academy - OMEGA

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