



Class Fees and Policies



General Information

- All sessions are \$95 for 8 classes
- Classes meet once per week
- Each class last approximately 50 minutes
- Classes are positive and non-competitive
- All equipment is provided
- All kids get an EPIC Kids T-shirt (Beginners to Winners Red, Little Strikers Blue, Junior's Yellow, and Strikers Green)
- Children should wear loose fitting clothing, sneakers/cleats and bring a water bottle.

Trial Class Policy and Information

- Our Trial Class Program allows you to try the program without committing to the session
- Choose the class you would like to try, register and select "trial" option.
- If the class time you would like to try is less than 48 hours from your register time, please call us to insure communication
- Please arrive 10 minutes before class time
- Upon completing the class, if you choose to join us for the rest of the session please tell the instructor. You can go to the front desk and make your payment with cash, check or charge. If we have not heard from you within 48 hours of your trial, we hold the right to sell that class spot.
- If you choose to remain in the class then you will be charged for the trial class. However, if you decide that you do not wish to remain in the class, you will not be charged.
- **NOTE:** Please contact us if you cannot attend your trial class. We limit the # of trials for many reason so it is important you show up for your scheduled time. We ask this out of common courtesy for ourselves, the instructors and other participants who may have wanted to try that class but were wait-listed because of your trial. Subject to availability.
- Should you miss your trial class your spot is considered open and free for enrollment

Pro-rated Session Fee

- We encourage customers to join classes with open spots after the session has started for a prorated fee.
- Customers must pay for a class spot whether or not your child can attend. Therefore, pro-rated fees are calculated based on the number of classes remaining in the session NOT the number of classes a customer can attend.
- Classes can be pro-rated for customers once the session is in progress but not before the first class of the session.
- Customers who cannot attend all of the remaining classes in a session can makeup classes. See our makeup policy.

Make Up Classes

- We understand that there are times that customers are unable to attend a class. It is not necessary to call the office in advance when you are going to miss a class.
- Contact us via email or phone to schedule a make up class
- We will try to provide a class option that will work for you. We can't guarantee that an appropriate time, class level is available, but we will try.
- If appropriate make up times are not available before the end of the session, we cannot refund for missed classes. Make up classes have no cash value and therefore cannot be applied toward future classes or transferred to siblings or other participants.
- Make up sessions can not be carried over to new sessions.

Sibling Discount

- All siblings receive a 10% discount off for classes
- The sibling discount applies to pro-rated classes

Registration Process

- Class registration is all completed online through www.kcsportslodge.com site. You can click on the EPIC Kids page for class schedules and registration links
- Classes are scheduled on a first come, first serve basis.
- Current customers will have an option to stay in their current class during the pre-registration period. The Pre-registration period is approximately two to three weeks before the end of the current session.
- Current students will get notified about next session enrollment followed by open registration for new students.
- Session dates are always posted on the Epic Kids page on our website.

Payment

- Paying your class fee secures your child's spot in a class. No reserving or holding spots will be permitted. We accept cash, check or charge. You can pay in person, online or by calling in.
- A \$25 fee will be assessed for all returned checks.

Participant Facility Registration Fee

- Every participant in the building is required to complete a waiver of liability and pay a \$10 facility card fee. The card is used by staff to insure all participants in building activities have completed paperwork. The cards are good from November 1st through October 31st. The card entitles each participant to a free open play (\$5 value) and several other discounts and perks in the facility. If your child participates in KC Sports Lodge leagues the card is used by referees to check in players and verify roster.

Age Appropriateness

- We strongly recommend children participate in the proper age appropriate classes as defined in our literature and website. The proper class is determined by the child's age at the first class of the session. Any exceptions must be approved by the program director and will be assessed for suitability by the instructor in the first class of the session..

Drop-Off Policy

- EPIC Kids Sports Classes are NOT drop-off classes. Parents or caregivers of all participants must stay in the building during classes in case your child needs assistance.

Refunds

- KC Sports Lodge will not offer refunds after classes have started. Customers may contact us within 48 hours of the beginning of a session for a refund. All refunds will incur a \$15 admin fee.
- Refunds will be issued if we must cancel a class and cannot place your child in a comparable class.
- Under certain circumstances, class credit will be issued for a future session and must be coordinated and approved by a manager. Only the used portion will be credited based on the date of the withdrawal and notification.
- The Participant Registration fee will not be refunded.
- Class credits must be used within a period of 1 year

Instructor Requests

- We understand that once your child finds an instructor with whom he or she is comfortable, you may want to continue with that instructor. We will try our best to accommodate your request, however, we cannot guarantee instructor requests. All of our teachers are experienced and trained in our curriculum and bring their own strengths to provide an enjoyable learning experience for each child.

Instructor Substitutions

- We schedule our instructors to avoid any unnecessary staff absences; however, at times an instructor may be unavoidably absent. Should your instructor be absent, we will provide a competent substitute. In the extreme case, when no substitute can be provided, we will arrange a make up class or issue a credit worth the full value of the class. We at not time guarantee the same instructor all session long although we do work hard to maintain this continuity.

Class Schedule Changes or Delays

- KC Sports Lodge sometimes must delay or cancel classes where enrollment is fewer than 3 children. When we delay the start of a class, any classes missed due to delay will be rescheduled, credited or refunded.
- We will make every effort to enroll your child in another class should this occur.
- Since classes that are less than three students will be subject to schedule changes, please have a second class choice time in mind.
- Customers of classes cancelled by KC Sports Lodge will receive 100% refund
- We strive for full classes but we cannot guarantee that some classes will not have a small number of participants. Customer help in filling up small classes is strongly recommended.

Parent Coaching from Sideline

- We ask parents to not give instruction or coaching from the sidelines. We have learned that getting instruction from two sources; the parent and the instructor, causes confusion in the child. Our instructors are experienced and trained on the best techniques for teaching children class behavior and following directions. We use a pull rather than a push philosophy that takes some patience but is very effective in teaching behavior.
- If your child is not following directions, not engaged or being disruptive we ask that you let the instructor use their techniques to remedy the situation before saying or taking any action. We fully understand that learning to follow directions and be in a class is part of the “Epic Kids” experience.
- We welcome parent encouragement and positive comments during class.

Parents Role

- At “EPIC Kids” we utilize a pull philosophy, rather than a push philosophy to teach. We feel it is best to create the desire to participate rather than pushing them into uncomfortable situations. The curriculum is designed to be progressive and will lead to positive things in children if they are allowed to progress at their own pace. You will be amazed at the results of self-motivated skill and fitness development.
- As our classes and curriculum are based on age, there will be differences in the progress of your child versus the other children. Just as children learn to walk and talk at different rates, they will progress in EPIC Kids at their own pace. Comparing your child to others can lead to frustration. We recommend praise for even the smallest accomplishments and to continually let your child know that you are proud of them. Positive reinforcement is always one of the greatest tools in any learning experience.

Siblings

- Younger siblings are welcome to observe the class but for safety reasons we cannot allow these younger children to walk and crawl around the field and play with equipment in the same area as the class.
- Older siblings are welcome to watch but due to the focus and attention required in these classes we cannot allow them to participate.

Upset Children

- Sometimes children become upset during class. There are many reasons why children cry; separation from parents, feeling out of control, afraid of a new situation, hunger, or tired. Therefore, please pick times that do not directly conflict with your child’s nap time and please feed the hungry tummy prior to class. Each instructor can share many stories with you about reluctant, fearful or shy students that end up happy.
- Most of the time the crying, fussing, non-participation is more difficult for the emotions of the parent than the child or the instructor. We recommend and encourage patience as sometimes it just takes a little time until crying children are ready to re-engage.
- If you should see your child is truly upset or crying non-stop, please feel free to come and join them on the field as long as you feel it be necessary.
- If you can not stop your child from crying please exit the playing area as it makes it very difficult for the kids and coach to focus..
- Children who can’t stop crying will be lead to parent or caregiver for comfort and a break.

Sick Children

- Please do not bring sick children to class. Children deemed sick will be lead to the parent or caregiver and asked not to participate. We kindly ask that you don't put our instructors in this precarious position by keeping sick kids home. Thank you.

General Rules

- Please check in with your Coach each week. Please provide your child's first and last name and the class they are participating in. Please do not assume we know who you are as we have many new students being added each week.
- Parent participation classes – Please only one parent/caregiver per child on the playing field. This will allow for more focus and attention to the activities.
- Absolutely no food, drinks or gum during class
- Potty: Have child use the bathroom before classes
- Safety – we strive to provide the utmost in security and safety for all your children. Should you have a concern of any kind, please bring it up immediately to the coach or if necessary to the Director.
- Please arrive 10 minutes before class time the first two weeks of a session to take care of any administrative issues.
- Liability Waiver Form – All parents of participants are required to sign this document on behalf of their child prior to stepping on the field. There are no exceptions to this rule. Should you not sign this document and pay the \$10 registration fee, your child will not be allowed to participate and no credits or refunds will be issued.