



# 2018 - 2019 CUSTOMER HANDBOOK

## IMPORTANT ALTIUS INFO

Address	9670 S. Franklin Drive, Franklin, WI 53132	Email	altius@altiusgym.com
Phone	414 - 421 - 1200	Website	www.altiusgymnastics.com
Office Hours	School year: Monday - Wednesday, 9am - 9pm; Thursday, noon - 9pm; Saturday, 9am - Noon Summer: Monday - Thursday, 9am - 9pm		

School Year Session Tuesday, September 4 - Thursday, June 6, 2019

'19 Summer Session Begins Monday, June 10, 2019. Watch for registration details in February 2019. Register separately for summer.

Closed Dates  
 October 12 - 14; Altius Harvest Classic Gymnastics Meet  
 November 21 - 25; Thanksgiving  
 December 22 - January 2; Winter Break  
 January 25 - 27; Altius PINK Meet  
 April 19 - 22; Easter Break  
 May 24 - 27; Memorial Day Weekend

Tuition Payment Tuition is due on the first of the month (for the upcoming month). It may be paid in person during office hours, postmarked on or before the due date, or paid online on or before the due date. See **Billing & Payments** for additional details.

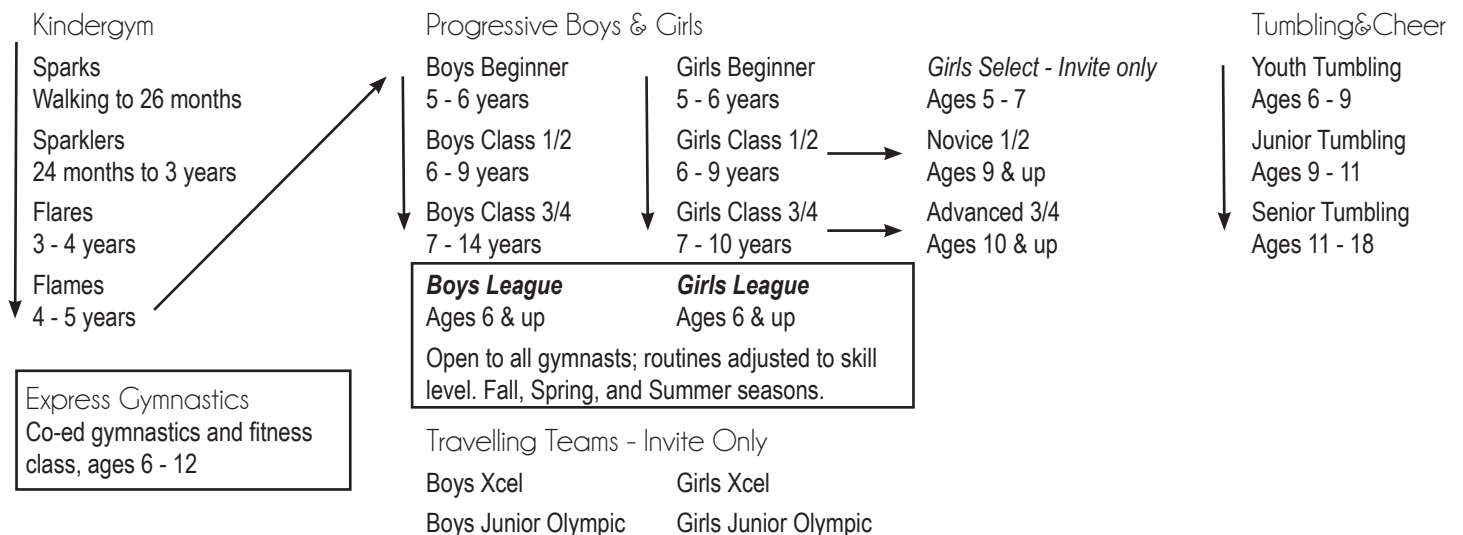
**TO SET UP YOUR AUTOMATIC PAYMENT OPTION:**

1. Update your credit card information through the portal - under the "My Account" tab.
2. Select "Withdrawn on the 21st" from the "Automatic tuition withdrawal option."
3. Your credit card will be charge on the 21st of each month until you withdraw, the session ends, or you change your portal setting

Withdrawal Altius requires a written notice on or before the 20th of the month to withdraw for the coming month. See **Program Withdrawal** for additional information.

First Time Portal Login Go to altiusgymnastics.com. Click on "Customer Login" in the upper right corner of the screen. Click on "Forgot your password or need to get started?" Enter the e-mail address Altius has on file for your account; a temporary password will be sent to you. Login with the temporary password; you can then set a permanent password through the portal.

## PROGRAM & CLASS FLOW CHART



- Progression through the levels is based on both age and skill mastery.
- Age range overlaps are meant to allow for different speeds in emotional, social, and physical development.
- Please respect age groups when placing your child in a class to help us maintain the integrity of instruction for all students.
- If you have a question about your child's progress, please leave a message for his/her coach at the front desk.

# GYM & CLASS POLICIES

- Arrival** Please arrive 5 minutes before class begins so your child has time to use the bathroom, put hair up neatly, and cover any warts or cuts. Shoes and coats should be put on the carts near the windows. Children should wait quietly by the Kindergym room or front spring floor for their class to begin. Running and gymnastics in the waiting area is not allowed. Children in the waiting area should be supervised at all times.
- Observation** Parents and siblings may observe from the waiting area only. Please do not “coach” your child from the sidelines. Comments made by parents distract all of the students in the class and create confusion. **If your child is unable to use the rest room by his/herself, we ask that you stay on the bleachers where your child can find you during class.** Coaches are NOT able to assist children in the rest room during class time.
- Dismissal** Please meet your child promptly in the lobby at the end of their class. Children may never wait or play outside without a supervisor of at least 18 years of age. If you are going to be late picking up, please call Altius to let us know.
- Apparel** *• Proper class attire and hair style help to create the disciplined environment required for gymnastics & tumbling classes. • We find that when students come to class dressed and groomed appropriately, they also come prepared to pay attention • and make good use of their class time.*
- GIRLS:** A leotard with hair neatly pulled back in a ponytail or braid. No jewelry, tights, pajama pants, or skirted leos are allowed. Girls in Class 3 & up are required to wear a leo to class. No bare midriffs please.
- BOYS:** Gym shorts with a tucked in t-shirt. No socks or shorts with buttons or zippers please.
- TUMBLING:** Clean shoes or bare feet, shorts, and a fitted t-shirt or tank top. No bare midriffs or spaghetti straps please. Long hair should be in a ponytail.
- EXPRESS & NINJA:** Athletic shorts and a tucked-in t-shirt for girls and boys, OR girls may choose to wear a leotard. Please NO jeans, skirts, pants that drag on the floor, tights or socks for safety reasons.
- Health** Cuts must be covered with a bandage and athletic tape before class. A bandage alone does not stay on. Warts must be covered with athletic tape or duct tape before coming to Altius. Any child with a contagious illness is asked to stay home.
- Make Ups** Ideally, it is best for your child to attend every class. We understand that due to illness and unavoidable conflicts, this is not always possible. Altius allows one make-up per month if needed. **After your child has missed a class and is in good health, you may call to schedule the make up class within 4 weeks of the missed class.** Make up classes may not be rescheduled.
- Please note that you are paying for a time slot in a class whether your child attends or not. Pro-rating due to missed classes is not allowed. Makeups do not carry over from the school year to the summer (and vice versa), nor do they carry over after enrollment ends.
- Express Gym ONLY:** Regular make ups are not offered for Express Gym & Homeschool classes. If a student misses 3 or more classes due to an extended illness or injury, Altius will issue an account credit for the third plus classes missed (no credit for the first two absences).
- Class Changes** Altius allows day and time changes at any time as long as there is an opening in the class. Request a class change by contacting us through the customer portal, or call or stop by the front desk to change your class day and time.
- Skill Tracking & Promotions** Coaches follow bi-weekly lesson plans and evaluate skills when indicated. Progressive gymnastics students are promoted when they demonstrate proficiency on 75% of the skills in their level. Kindergym students are promoted based on age & emotional readiness. Altius sends a promotion certificate & ribbon in the mail when a child is ready for the next level. After receiving the packet, please call or stop by the front desk to arrange a class change for your child.
- Kindergym** promotions are based on age and physical/emotional readiness.  
**Girls and Boys Gymnastics** promotions are based on age and skill proficiency.  
**Girls age 9 & up** are promoted to Novice through Advanced classes based on age and skill level.
- Weather** Inclement weather closings are posted on the Altius website, Facebook page, and voicemail by 2:00pm and WISN stations. **There are no make ups or credits for inclement weather closings.**
- Scheduling** Altius reserves the right to change, combine, or cancel classes based on enrollment and coaching availability. We will contact you if this situation should arise and work with you to find another class for you child.

# BILLING & PAYMENTS

Membership Fee	An annual membership fee of \$30 per child or \$45 per family is due upon registration and is non-refundable. The membership fee is prorated in January, March, and summer. The membership year runs from September 1st - August 31st. Altius carries excess medical and liability insurance for all members. Your own carrier is your primary insurance.
Discounts	A sibling discount of 10% applies to second and subsequent children. A discount of 20% applies to a second class taken by the same child (unless otherwise noted in the class description). Select class times receive a 15% or 10% discount.
Billing Cycles	Class tuition is monthly, based on four classes per monthly billing cycle. Please note that you are paying for a time slot in a class whether your child attends or not. Pro-rating due to missed classes is not allowed. <b>Occasionally, due to holidays or special events, there are 3 or 5 weeks in a billing cycle. Tuition is then pro-rated accordingly. Please refer to the Billing Cycle calendar for all billing dates.</b>
Due Date	Tuition is due by the first day of the month for the upcoming month. <b>Payments postmarked, received during office hours, or paid online on or before the 1st of the month are on time.</b>
Late Fees	Payments postmarked or received after the due date are subject to a \$10 late fee.
Payment Type	Altius accepts cash, check, Visa, Mastercard, or Discover.
Statement Delivery	<b>All statements will be sent to the e-mail account you provided us at registration on the 10th of the month.</b> Please check to make sure your account receives mail from <b>altius@altiusgym.com</b> . You can request to receive paper statements instead by setting your statement delivery preference to "snail mail" through the customer portal.
Auto-Charge	For your convenience, Altius offers an Automatic Charge option. Your tuition will be automatically charged to the card number provided on the 21st of each month. Sign up at any time of the year by setting your Automatic tuition withdrawal option to the "21st of the month" or filling out a form at the front desk. Customers are responsible for updating account information (e-mail or credit card number and expiration date).

# PROGRAM WITHDRAWAL

A class spot is held for your child while they are officially enrolled. Altius assumes that once you have enrolled, your child will attend through the school year until June 6, 2019. **If you would like to withdraw from the program before the last class, you may do so by following the procedure listed below:**

- 1. Notification of withdrawal is required by the 20th of the month to withdraw for the upcoming month.**
- 2. A parent must notify the office in person, via phone, or the customer portal regarding their intent to withdraw.**
- 3. The final class date is the last date in the current month's billing cycle, not necessarily the last calendar date.**
- 4. Withdrawal from the program is not retroactive at any time, for any reason.**
- 5. Drops received from the 21st - 31st will be honored, minus a 25% class tuition charge.**
- 6. Drops received from the 1st - 20th will apply to the following month.**

Students who have paid the annual membership fee may re-join the program at any time throughout the year (September - August) as long as there is a spot available in the class. All students are automatically withdrawn from their class as of June 9, 2018. Summer is a separate "session" and is registered for separately in the spring.

# PHOTOGRAPHY AND VIDEOS

Altius Gymnastics periodically takes photographs and videos of individual participants and groups of participants during classes, special events, and birthday parties for use in publicity and advertising. Unless you opt out as specified below, you hereby authorize Altius Gymnastics to retain the right to use any photographs, videotapes, motion picture recordings or any other record of the participant(s) at Altius for publicity, advertising or any legitimate purpose. If you do not want your child's image and/or voice used by Altius, please contact our office via phone: 414-421-1200 or email: [Altius@altiusgym.com](mailto:Altius@altiusgym.com).

This constitutes Altius's notice to you and your agreement with Altius' policy regarding photographs and videos. In the event that you fail to notify Altius, within 10 days of your having opened the link to this Policy notice, that we do not have your authorization, you will be deemed to have consented to and agreed with said Policy.

# MEDICAL CONSENT TO TREAT POLICY

It is the policy of Altius Gymnastics to provide the participant(s), through medical personnel of its choice, customary medical assistance, transportation, and emergency medical services should the participant(s) require such assistance, transportation, or services as result of injury or damage related to participation in the activity. If the participant(s) is a minor, and a parent or guardian is not present, efforts will be made to contact a parent or guardian, via the phone numbers provided, that are reasonable under the circumstances, but treatment will not be withheld if a parent or guardian cannot be reached.

This constitutes Altius's notice to you and your agreement with Altius' policy regarding Medical Consent to Treat. In the event that you fail to notify Altius, within 10 days of your having opened the link to this Policy notice that we do not have your authorization, you will be deemed to have consented to and agreed with said Policy.

# 2018 - 2019 SCHOOL YEAR BILLING CYCLES

## September 2018

Closed for Labor Day; 9/4

M	T	W	R	F	Sa
<del>3</del>	4	5	6	7	8
10	11	12	13	14	15
17	18	19	20	21	22
24	25	26	27	28	29
10/1					

## October

Closed for home meet; 10/13 -15  
5 Tuesday & Wednesday classes

M	T	W	R	F	Sa
	2	3	4	5	6
8	9	10	11	<del>12</del>	<del>13</del>
15	16	17	18	19	20
22	23	24	25	26	27
29	30	10/31			

## November

Closed for Thanksgiving; 11/22 - 11/26  
3 Saturday classes

M	T	W	R	F	Sa
			1	2	3
5	6	7	8	9	10
12	13	14	15	16	17
19	20	<del>21</del>	<del>22</del>	<del>23</del>	<del>24</del>
26	27	28	29	30	

## December

Closed for winter break; 12/23 - 1/3  
3 classes for all days

M	T	W	R	F	Sa
					1
3	4	5	6	7	8
10	11	12	13	14	15
17	18	19	20	21	<del>22</del>
<del>24</del>	<del>25</del>	<del>26</del>	<del>27</del>	<del>28</del>	<del>29</del>

## January 2019

Closed for home gymnastics meet; 1/26-28  
5 Thursdays, 3 Friday & Saturday classes

M	T	W	R	F	Sa
<del>31</del>	<del>1</del>	<del>2</del>	3	4	5
7	8	9	10	11	12
14	15	16	17	18	19
21	22	23	24	<del>25</del>	<del>26</del>
28	29	30	31		

## February

Summer enrollment begins 2/15!

M	T	W	R	F	Sa
				1	2
4	5	6	7	8	9
11	12	13	14	15	16
18	19	20	21	22	23
25	26	27	28		

## March

5 Friday & Saturday classes

M	T	W	R	F	Sa
				1	2
4	5	6	7	8	9
11	12	13	14	15	16
18	19	20	21	22	23
25	26	27	28	29	30

## April

Closed for Easter Break 4/19 - 22  
5 Tuesdays, 3 Friday & Saturdays

M	T	W	R	F	Sa
1	2	3	4	5	6
8	9	10	11	12	13
15	16	17	18	<del>19</del>	<del>20</del>
<del>22</del>	23	24	25	26	27
29	30				

## May & June

Closed for Memorial Day 5/25 - 5/28  
5 Tuesdays, 6 Wednesdays & Thursdays

M	T	W	R	F	Sa
		1	2	3	4
6	7	8	9	10	11
13	14	15	16	17	18
19	20	21	22	<del>23</del>	<del>24</del>
<del>28</del>	27	28	29	30	31
3	4	5	6		

## ALTIUS EXPO WEEK; MAY 30 - JUNE 6, 2019

The school year session ends with our Annual Altius Expo Week. All students enrolled in weekly classes through June learn routines to demonstrate for family and friends. Children receive a commemorative participation trophy to top off the event. Performances take place on the same day and at approximately the same time as your child's regular class. A complete schedule and additional details are sent home in late April.

## 2019 SUMMER SESSION - ENROLLMENT BEGINS FEBRUARY 15<sup>TH</sup>

### June

M	T	W	R	F	Sa
10	11	12	13	14	15
17	18	19	20	21	22
24	25	26	27	28	29

### July

M	T	W	R	F	Sa
<del>1</del>	<del>2</del>	<del>3</del>	<del>4</del>	<del>5</del>	<del>6</del>
8	9	10	11	12	13
15	16	17	18	19	20
22	23	24	25	26	27

### August

M	T	W	R	F	Sa
7/29	7/30	7/31	1	2	3
5	6	7	8	9	10
12	13	14	15	16	17
19	20	21	22	23	24