



# Upper Merion Dance & Gymnastics Center, LLC.

530 Hertzog Blvd, King of Prussia, PA 19406  
Phone 610-731-0022; Fax 610-731-0034  
frontdesk@umdgc.com; [www.umdgc.com](http://www.umdgc.com)



## UMDGC POLICIES

"UMDGC" includes all the programming that Upper Merion Dance & Gymnastics Center, LLC. offers, including but not limited to dance, gymnastics, tumbling, UMAS Cheer Team, cheerleading classes, circus arts, acrobatics & tumbling, and parkour.

"Team Programs" are the UMDGC Gymnastics Team, UMAS Cheer, or UMDGC Performance Company.

"UMDGC Portal" refers to the UMDGC Customer Web Portal assessable from [www.umdgc.com](http://www.umdgc.com) and the UMDGC iClassPro App. Business name for login purposes is "umdgc" without quotation marks.

## Waiver, Risks, and Rules

### Assumption of Risk

All activities involving height and/or motion, including those at UMDGC, carry a risk of physical injury. Every attempt is made to maintain the equipment and facility. I am aware of and understand these risks.

### Waiver & Release

I am fully aware of and appreciate the risks, including bruises, dislocation, soft tissue sprains and strains, catastrophic injury, paralysis, and death, that may result from participation in, and traveling to or from, UMDGC programs and any activity involving height and/or motion, as well as being present on UMDGC owned and leased property. Being aware of this, I, my executors, and other representatives, hereby **COVENANT NOT TO SUE and FOREVER RELEASE** this facility, affiliated and partner companies and organizations, property owners and lessors, staff, contractors, subcontractors, instructors, coaches, owners, directors and other members involved in this facility's program(s), from all liability and for any and all damages and injuries suffered by my student(s) during instruction, supervision, and/or control during any and all classes or extra activities.

I affirm that the person completing this registration form and signing below is a minimum of eighteen (18) years of age.

### Withdrawing, Changing Classes, Missed Classes, and Charge Backs

Please check "Refunds, Credits, & Changes to Your Registration" at the end of the UMDGC Policies to view details and procedures. There are no make-ups or refunds for missed classes; UMDGC Credits will be issued instead.

### Advertising & Social Media Release

UMDGC reserves the right to take images and videos of participants during camps, clinics, workshops, classes, practices, performances, competitive events, and other events associated with UMDGC. The images and videos may be published on websites, advertisements, and social media platforms. By entering UMDGC facilities, visitors coming to watch the participant understand and accept that they may be in the background of any of these images or videos that may be viewable to the public.

In addition, I understand that photos of the participants may be taken and integrated in a non-public way with the third-party software that UMDGC uses for registrations and class management - iClassPro.

### Behavior, Expectations, & Consequences

To ensure a safe, family-oriented, and productive environment, all individuals entering UMDGC must follow posted and signed policies as listed on the website, posted in the facility, and communicated by UMDGC staff, and behave in an age-appropriate, thoughtful, and considerate manner.

- Do not enter the studios, gym, and restricted areas without UMDGC authorization.
- Children not participating in programming must always be supervised by a guest/visitor/spectator.
- Please keep behavior, conversations, and noise levels classroom appropriate.
- No flash photography or bright lighting.
- Please do not interact with staff or participants while they are in the gym areas and studios.
- Direct all questions or concerns to the front desk or upstairs sign-in desk.
- Do not touch another individual for any reason or at any time unless it is a part of the training for your program.

When an individual fails to comply, UMDGC reserves the right to reprimand, discipline (e.g., including but not limited to timeouts), remove from UMDGC, and other disciplinary action. Additional policies will apply to participating in weekly and daily camps which can be found on the camp registration form.

### Concussions

The CDC's "Heads Up" concussion information can be found on the CDC's website and UMDGC's website. I understand the participant may be restricted from participating in UMDGC activities until a health care professional releases the participant and Return-to-Play protocol is completed after sustaining a concussion.

### Health Insurance

While enrolled at UMDGC, I affirm that the participant will be covered by an insurance policy that I consider adequate for the participant's protection. Any insurance that UMDGC supplies is secondary insurance.

### Injuries

All injuries to a participant or guest on UMDGC property must be reported to the front desk, instructor, or supervisor immediately upon occurring. If the participant or guest feels that it may lead to medical attention or prolonged restrictions, UMDGC will send notification to an emergency contact. If the injured leaves the premises without notifying UMDGC or if the condition worsens after leaving UMDGC, it is the responsibility of the injured to notify UMDGC within 24 hours via email to frontdesk@umdgc.com. All medical notes or updates to the injured individual relating to the injury sustained on UMDGC property or during UMDGC programming must be forwarded to frontdesk@umdgc.com within 24 hours of receiving them.

### Medical Attention

I fully understand that UMDGC staff members are not physicians or medical practitioners. With the above in mind, I hereby release the UMDGC staff to render first aid to the participant in the event of an injury or illness and, if deemed necessary by the UMDGC staff, to seek medical **assistance** at any local health care facility or hospital, and/or call an

ambulance. UMDGC staff will attempt to contact one of the listed contacts once the participant's condition is stabilized.

### **Piercings**

I release UMDGC from all claims from injury to the participant directly or indirectly from the wearing of piercings.

### **Registration Process**

1) If you feel that the participant's previous experience warrants starting at a higher level, please contact the front desk to schedule an evaluation before the participant starts programming. 2) Programming is strictly limited in size to guarantee safe, educational, and productive training. All spaces are first-come-first-served and only reserved with receipt of full payment, first month's tuition, first installment payment, or 30% deposit of summer camp fees. 3) UMDGC neither offers priority registration periods nor reserves a space for future sessions. 4) If requesting to be grouped with friends and/or siblings for an introductory class, requests must be submitted via email to [frontdesk@umdgc.com](mailto:frontdesk@umdgc.com) every session. Requests must be received by UMDGC no less than 72 hours prior to the first class of each session. UMDGC will try their best to accommodate requests if received by the deadline.

### **SafeSport & Child Abuse Prevention**

UMDGC strictly adheres to the SafeSport Policies as set forth by the national governing bodies of the programs that are offered, as well as those required by the state of Pennsylvania. To better inform the participants and their parents/guardians about the signs of child abuse, SafeSport Information is included. Additional information can be found under the Gymnastics Team and UMAS Cheer Team sections of [www.umdgc.com](http://www.umdgc.com).

### **Special Needs**

It is essential that UMDGC is aware of all participants special needs, conditions, and allergies, whether they will directly affect the participant or not. Make certain all special needs, allergic, medical and/or neurological conditions are updated in the UMDGC Portal. Failure to communicate necessary participant information may lead to expulsion without refund.

UMDGC will try to accommodate the special needs of the participant, however there are no guarantees. Scheduling changes may be needed to accommodate special needs and/or ensure others have a safe, productive, and enjoyable experience.

## **Discounts**

### **General Policies**

Discounts are only available at the time of registration; previous registrations are not eligible for discounts. Pay-as-you-go programs do not count towards nor are they eligible for discounts. Discounts may not be offered for select classes; see the schedule for details.

### **Add-A-Class (50%)**

Starting no later than the second week of each session of gymnastics, tumbling, and parkour classes, all participants currently enrolled students of UMDGC classes or teams may register for an unlimited number of additional classes in the same session at 50% off. Non-recital dances may also be eligible. Fees will be prorated for missed classes, but no other discounts apply. Depending on enrollment and capacity, this discount may start earlier than the second week of a session. The discount code for online transactions will be emailed to current students of teams and classes. If registering in-person, please make certain to let the office staff member know prior to starting the transaction that you are eligible for the add-a-class discount.

### **Camp Discounts (10%-20%)**

UMDGC offers discounts when two or more participants in the same household register for camps that are occurring concurrently. They do not need to be the same type of camp, but the camps must be occurring at the same time.

<b><u># Campers</u></b>	<b><u>Percent off</u></b>
2-3	10%
4 or more	20%

### **Class Discounts (10%-30%)**

UMDGC combines traditional multiple and family discounts to provide greater flexibility and potentially greater savings for our most committed families. Enrollments must be happening concurrently, whether they be for concurrent classes for the same person or concurrent classes for the members of the same household as registered on iClassPro. This discount only applies to classes fees; team tuition, camps, and clinics are not discounted.

<b><u># Class Registrations</u></b>	<b><u>Percent off</u></b>
2-3	10%
4-6	15%
7-9	20%
10+	30%

### **Early Enrollment (5%-20%)**

Receive a discount when enrolling early for select programs. Discount amounts and deadline dates are listed on the schedules. Prices listed online reflect any Early Enrollment discounts. If paying monthly and the class is eligible, the Early Enrollment discount applies only to the first month that is paid; all subsequent months will not be discounted for the early enrollment discount. To encourage early enrollment, UMDGC offers higher discounts for programming that starts further from the release of the schedule.

### **Employee Discount (25% and up)**

UMDGC employees scheduled to work a minimum of one hour per week are eligible to save on programming that occurs while scheduled to work. The employee and all members of the household receive at least 25% off; directors and general managers receive more generous discounts. If the employee has prepaid and is no longer employed for a minimum of 1 hour per week, the employee will be invoiced for the difference and will not be able to participate until the balance is paid. The employee discount applies to classes, camps, clinics, and team tuition. Competition fees, uniform fees, costume and other recital fees, and other fees paid to third parties are not included in the employee discount.

### **Military (10%)**

Participants receive 10% off if any member of the household is a current member or veteran of the military. This discount is valid on classes, clinics, camps, and team tuition only. Copies of any of the following will be accepted as proof: driver's license with veteran designation, Veteran ID Card (VIC), DD-214, and NGB-22. Proof may be submitted via email to [frontdesk@umdgc.com](mailto:frontdesk@umdgc.com) or in-person, and only needs to be submitted once. This discount is applied after all other discounts are applied. Proof must be on file **prior** to receiving the discount.

### **SNAP Program (10%)**

Families must submit proof of eligibility for the SNAP program to [frontdesk@umdgc.com](mailto:frontdesk@umdgc.com) or in-person at the front desk starting September 1 of each year. The only acceptable proof of SNAP eligibility are 1) a screenshot of the family's online SNAP account stating "active" or 2) a current copy of "My COMPASS Account Benefit Details". Proof must be on file **prior** to receiving the discount. Each eligible participant receives 10% off class fees, team tuition, and camps.

## **Financial Assistance**

Assistance is available for families with an established history with UMDGC that are facing temporary financial hardships such as a medical emergency, bereavement of a member of the household, unexpected loss of a job, and major emergency costs. Those experiencing such an emergency must reach out to the

owners directly in a timely fashion. Financial assistance is not guaranteed, it is offered at the owner's discretion, and is distributed on a first-come-first-served basis. Financial assistance can take the form of working for credits, larger discounts, installment payments, and/or scholarships. Proof of the need for financial assistance may be requested by the owners.

# **Ages & Levels**

## **General Information**

To ensure a safe, consistent, and productive workout environment, nearly all classes are split into levels and/or age groups. If you are a new student and believe you would be eligible for a class based upon the class description, please contact the UMDGC front desk (610-731-0022 or [frontdesk@umdgc.com](mailto:frontdesk@umdgc.com)) to schedule an evaluation prior to enrolling.

### **Ages**

Age is determined on the first day of the class session or week of camp; or on the day of registration for pay-as-you-go classes, clinics, and open workouts. Age restrictions are strictly enforced for the safety and productivity of the class.

### **Levels & Skills**

Every student learns new skills at different rates; therefore, UMDGC tracks each participant's progress separately. Each skill will be evaluated by the UMDGC staff and given a rating on a three-star system:

- 1 star = has been introduced to the skill
- 2 stars = is close to mastering the skill
- 3 stars = has "mastered" the skill. This means they can do the skill consistently with proper technique, meets all execution expectations, and with sufficient form to meet the standards of the program. Please note that each program may have different standards. For example, high levels and team programs will have much higher standards than a recreational program.

Authorized users of the UMDGC Portal can view their student's skills in real-time.

Dance programs are divided by age and into levels based upon experience and instructor discretion. Evaluation reports to keep students/parents up to date on the dancer's progress will be distributed at the end of the Fall and Spring sessions.

All other programs are split into levels with up to forty skills per level. Because skills at higher levels build upon lower-level skills, the participant must master nearly all skills at the current level and pass a skills test to move up a level. Skill testing will be done by the supervisor during class starting the second week of each session or, in isolated and special cases, by appointment outside of class times.

## **Groups**

When staffing permits and enrollment warrants, participants are grouped based upon skill level, age, and/or gender. After the first class, UMDGC rarely allows participants to switch groups due to the disruptions, safety concerns, and most groups fill. This includes those joining the class late (check to see if there is room in the group you want to be in before registering) or failing to submit their requests in a timely fashion.

Staff are reassigned each session; therefore, the same coach/instructor is not guaranteed each session even if the participant is enrolled in the same class.

## **Grouping Requests**

If requesting to be grouped with friends and/or siblings for an introductory class, requests must be submitted via email to [frontdesk@umdgc.com](mailto:frontdesk@umdgc.com) every session. Requests must be received by UMDGC no less than 72 hours prior to the first class of each session or the first day. UMDGC will try their best to accommodate your requests if received by the deadline.

A few considerations for special requests:

- Do not wait until the last second to register if you have special requests as all spaces are filled first-come-first-served.
- All groups and classes are limited in size so larger groups cannot be accommodated. In these cases, the group may be split into two or three so that each person is with at least one friend.
- After level 1, groups are split solely based upon skill level. Requests to be grouped with a friend will likely not be able to be honored unless the participants are of the same level and have similar skills mastered. If it is possible to accommodate the request, the higher-level participant will be moved down to the lower-level group.

## **Evaluations**

Evaluations are for experienced participants who are new to UMDGC but not yet enrolled in classes and would like to determine the correct level in which to enroll. Evaluations last approximately 15-30 minutes and are done one-on-one or in small groups with UMDGC staff. Contact the UMDGC front desk to schedule an evaluation (610-731-0022 or [frontdesk@umdgc.com](mailto:frontdesk@umdgc.com)).

# **Registering & Payments**

## **Changes & Cancellations**

Prices, scheduling, policies, instructors, and descriptions are subject to change without notice. Programs may be canceled due to low enrollment or changes in instructor availability.

## **Limited Availability**

Programming is strictly limited in size to guarantee safe, educational, and productive training and instruction. All spaces are first-come-first-served and only reserved with receipt of full payment, first month's tuition, first installment payment, or 30% deposit of summer camp fees. UMDGC neither offers priority registration periods nor reserves a space for future sessions.

If you have special requests or limited scheduling, it is highly encouraged to register as soon as the class schedule is released to increase the likelihood your requests will be met.

## **How to Register and Payment Methods**

To register for any UMDGC programming, you may make payment using the following options:

- Register in person during office hours with cash, check (payable to "UMDGC"), or credit card.
- Returned check fee is \$35.
- Drop the payment in the drop box next to the UMDGC Front Desk. Include the student's name, birthday, and what you are enrolling in and/or sizes of the items to be purchased.
- Register your family, accept policies, and enroll in classes through the UMDGC Portal at [umdgc.com](http://umdgc.com).

An annual waiver form must be completed through the UMDGC Portal prior to enrolling in and/or attending any UMDGC programming. The form will only be accepted electronically,

though you can print a copy of the policies at any time through the UMDGC Portal.

### **Trial Classes & Team Tryouts**

UMDGC offers FREE trial classes for those who may want to try a class before registering. Trial classes start the second week of each session in classes that are not full; no trials permitted during the first week of each session. Prorated payment must be received at the completion of the trial class to guarantee your spot in the class.

Prospective team members may try three free practices prior to making a commitment. However, due to the logistics of adding new team members, there are limitations as to when new team members can officially join UMDGC. See the team handbooks or contact the team director for details and more information.

Contact the front desk to schedule a trial class or to try out for one of the Team Programs. The family must register through the UMDGC Portal and accept all policies prior to attending the trial class or trying out for one of the Team Programs.

### **Changing Classes**

All requests to change enrollments must be processed through the UMDGC Portal using a Transfer Request. Students must meet all the age, gender, and skill level requirements for the new class to be approved. An approval or denial will be processed by the UMDGC Staff within three business days after the staff member double checks eligibility.

### **Pay-As-You-Go & Passes**

For select programs, participants may pay with cash, UMDGC credit, or an electronic punch pass each time they attend. Pay-as-you-go classes and passes are not eligible for discounts.

### **Prorating**

UMDGC will accept late enrollments if the class is not full, the student meets all requirements for enrollment, and the addition of the new student will not interfere with current instruction. Fees will be prorated for any missed classes.

### **Installment Payments**

For select classes, the total price of the program is designed to be made in 4-9 monthly installment payments. When joining a program with installment payments, the fee is prorated based upon the total amount due, not by the number of months missed.

If the installment payment is not paid by the due date, a late fee is assessed. Late fees are 15% for every 15 days the fee is late, starting the calendar day after the original due date. The participant is not permitted to attend the program until the total amount due is paid in full or other payment arrangements are made.

- **Fall Dance:** Four monthly installments: at registration, 10/1, 11/1, 12/1. Fall dance installment payments are eligible for the Automatic Payment discount.
- **Spring Dance:** Six monthly installments: at registration, 2/1, 3/1, 4/1, 5/1, 6/1. Spring dance installment payments are eligible for the Automatic Payment discount.

- **Summer Camp:** 30% at registration; Balance charged 10 days before the start of each week of camp. Participants must sign up for automatic payments but may make payment by another method prior to the date the automatic payment is charged.
- **Team:** Due on the first of the month in the form of tuition. Tuition is separate from all other expenses such as competition fees, meet fees, uniform costs, and expenses related to special events.

### **Chargebacks/Disputes**

UMDGC's refund process takes precedence over all other agreements with your credit card company or bank. Failure to comply will result in all members of your household being removed from current and banned from future UMDGC programming. For this reason, please communicate with those that balance your accounts or double check statements about your UMDGC purchases so that they are not accidentally disputed.

If UMDGC receives a chargeback/dispute the following procedures will be in effect regardless of whether the chargeback/dispute is accidental or done purposefully.

- We must receive written notification from your bank or credit card processor within 48 hours of UMDGC notifying you of the chargeback stating that the funds will be returned to UMDGC's account and dispute will be dropped and found in UMDGC's favor.
- Because UMDGC's credit card processing companies often charge a fee and because of the amount of time that is needed to submit all the pertinent information, a \$35 charge will apply to all chargebacks/disputes. The fee must be paid via invoice within 48 hours of UMDGC notifying you of the chargeback/dispute. Even if found in your favor, this fee must be paid prior to attending any future UMDGC programming.
- If all the above is followed and your bank or credit card company still finds in your favor, UMDGC will notify you of the amount that must be repaid. If this amount is not received within 24 hours, UMDGC will automatically remove all members of your household from all UMDGC programming; all prepaid programming will be refunded to you within 30 days; and all household members will be banned from future UMDGC programming.
- All additional information, including but not limited to policies you have signed electronically or with hard copies, email communications, and contemporaneous notes take to record in-person conversations prior to or following the dispute will be submitted as evidence to UMDGC's credit card processor to assist them during the dispute process. All communication regarding chargebacks must be in writing so that both parties can submit it as evidence in the dispute. The only members of UMDGC that will be permitted to discuss cases will be owners and general managers; office staff are never authorized to discuss charge back cases.

## **Camps**

### **FREE Extended Supervision**

See camp brochure for exact times. UMDGC staff will supervise campers while they play card and board games, watch a G- or age-appropriate PG-rated movie, watch child-appropriate TV programming, relax, or bring their own activity.

### **Drop-off**

All campers must check-in at sign-in tent (or front desk during inclement weather) each day; parents do not have to come in if a UMDGC Waiver Form has previously been completed since the previous September 1 in iClassPro.

### **Pick-up**

An adult must sign-out the camper. \$5 per carload will be charged for each 5-minute period. If the fee is not paid at the



time of pick-up, a \$10 fee per five minutes late will be charged to your account and you will be unable to register for additional programs until the fee is paid.

### **Lunch & Snack**

UMDGC will provide campers two 30-minute breaks for lunches and snacks. UMDGC does not supply food, drinks, utensils, refrigerators, or microwaves. UMDGC staff will only enforce eating plans or eating expectations that are supplied by a health care professional. Please no glass containers.

### **Camper Rules and Expectations**

Please make sure the camper understands the following expectations and rules.

- Campers must follow the directions of UMDGC staff.
- Campers must remain with their group at all times when in the gym and studios.

- Notify a staff member immediately of all injuries or problems.
- Gum, food, and drinks other than water are prohibited in the studios and gym.
- Campers are expected to participate in all activities or must sit in the lobby for the remainder of the rotation.
- Campers are expected to behave in an appropriate manner and show respect to others.
- Campers may not touch other campers without coach/instructor permission.
- UMDGC is not responsible for damaged, stolen, lost, or misplaced property and money. Bring at your own risk and keep in your bag or check it in at the front desk.
- Proper attire is essential for the safety of the camper and staff. Anyone not dressed correctly will not be permitted to participate.
- All "official" calls will be made from the UMDGC phones, unless UMDGC has lost utilities.

## **Other General Policies**

### **Attendance & Punctuality**

For safety reasons, participants must be properly warmed-up for class, especially at higher levels. At the staff's discretion, students who are late may not be permitted to participate in class but may observe the class or, if experienced and mature enough, the student may be asked to warm-up independently prior to joining the class.

If only one or two dancers attend class, the class may be dismissed early at the instructor's discretion. UMDGC staff will notify the parent at the start of the class to let them know if this adjustment will be made.

### **Attire & Appearance**

For specific details regarding clothing, footwear, and restrictions, see class description online or one the class schedules. General policies are:

- **Hair:** Long hair must be in a bun, ponytail, or braid to keep it from contacting or covering eyes. Hair should be secured with hair ties or scrunchies. Hard headwear is discouraged because it can be uncomfortable and dangerous to the participant.
- **Jewelry:** No necklaces, anklets, or bracelets except for medical bracelets.
- **Earrings & Piercings:** Participants may only wear stud earrings. Cheerleaders are not permitted to wear any earrings or piercings. Any other piercings must be completely covered. UMDGC is not responsible for any injuries to the participants caused by piercings.

Participants not wearing proper attire may be removed from programming. The final decision will be based upon the level of the class, the number of times the incorrect attire was worn, and the possible effects on the participant and the UMDGC staff that are instructing them.

### **Comments & Concerns**

If you would like to pass along positive feedback, or if you see a problem, have a concern or question, please contact the front desk or class supervisor immediately, or email [frontdesk@umdgc.com](mailto:frontdesk@umdgc.com). Please contact UMDGC immediately so that any problems can be rectified in a timely fashion to provide the safest, most productive, and most positive experience possible.

### **Email**

Email is UMDGC's primary and preferred method of communication. Make sure to keep your information, including email addresses, cell phones and emergency contact numbers updated through the UMDGC Portal.

### **Inclement Weather**

UMDGC will always close if NWS Mount Holly issues a winter storm warning for either ice (.25") or snow (5" +).

If the weather does not reach warning level, check the voicemail at 610-731-0022 or the UMDGC Portal no more than one hour before the start time of your programming to check its status. Due to call volume, messages regarding class status inquiries will not be returned. If you feel unsafe driving, you should request a "Future Absence" through the UMDGC Portal. Inclement weather does not grant an increase in the maximum number of missed class credits that may be requested.

We will also attempt to:

- send out emails (put [frontdesk@umdgc.com](mailto:frontdesk@umdgc.com) on your safe senders list).
- post notifications in the UMDGC Portal.
- send text messages to those enrolled to receive them through the UMDGC Portal.
- send updates through UMDGC BANDS.

Canceled classes will be made-up if time permits or issued a UMDGC prorated credit if time does not permit a make-up.

### **Lice Policy**

UMDGC follows the school guidelines set forth by the CDC ([www.cdc.gov](http://www.cdc.gov)). The following is an excerpt:

*Head lice can be a nuisance, but they have not been shown to spread disease. Personal hygiene or cleanliness in the home or school has nothing to do with getting head lice. Students diagnosed with live head lice do not need to be sent home early from school; they can go home at the end of the day, be treated, and return to class after appropriate treatment has begun. Nits may persist after treatment, but successful treatment should kill crawling lice. Both the American Association of Pediatrics and the National Association of School Nurses advocate that "no-nit" policies should be discontinued.*

### **Observation**

UMDGC's goal is to instill confidence and independence. To achieve this goal, as well as reduce distractions, all guests must observe classes from the studio window or observation areas. Only participants and UMDGC staff are permitted to enter the studios or gym areas, unless invited by staff to enter. If a child is timid/crying, parents can stay for the first few minutes of class. If the child is still not comfortable, the student may sit in the observation areas with parents until the participant is ready to enter the class by themselves.

### **Personal Property**

UMDGC is not responsible for lost, stolen, misplaced, damaged, broken, or discarded items. Dance/cheerleading shoes, grips, bags, electronics, book bags, jewelry, and any item with initials or a name on it will be donated to charity or discarded seven days after being found. All other items will be discarded or donated to charity within 12 hours. If you find that you left something accidentally, immediately email [frontdesk@umdgc.com](mailto:frontdesk@umdgc.com) or leave a voicemail at 610-731-0022 so that the staff can set it aside for you for up to one week.

### **Team Recruitment**

Because UMDGC has participants from many other studios and gyms attending programming, UMDGC will never individually solicit gymnasts, dancers, or cheerleaders from other squads/teams to join the Team Programs. UMDGC will provide information about the Team Programs in general newsletters or when a parent contact UMDGC directly requesting more information.

## **Refunds, Credits, & Changes to Your Registration**

### **General Information**

- A Transfer Request or Drop Request must be completed through the UMDGC Portal for all requests to switch classes or to withdraw from UMDGC programming, respectively.
- If supporting documentation is required to be submitted (e.g., doctor's notes), the later of the two dates of submission will be used to determine when the request was submitted. All supporting documentation must be emailed to [frontdesk@umdgc.com](mailto:frontdesk@umdgc.com). If information is missing, unclear, or incorrect on the Drop Request, the request will be denied.
- All base amounts for credits and refunds are adjusted for any discounts and prorating that you received at the time of payment.
- UMDGC Credits: Credits will be issued within two business days, though they may take longer in wide scale closures that require many credits to be issued. (e.g., major snowstorms, pandemics). UMDGC Credits do not expire, may be transferred to other participants by submitting the request via email to [frontdesk@umdgc.com](mailto:frontdesk@umdgc.com), and have no cash value after being issued. UMDGC Credits will only be used when UMDGC is notified to use them at the start of the payment process if done in-person or when the family applies them through the UMDGC Portal.
- Refunds: Refunds will take up to 30 days to process, though they may take significantly longer in wide scale closures that require many reimbursements to be issued (e.g., major snowstorms, pandemic). All refunds will be issued using the original method of payment. Please note that refunds to credit/debit cards may take several business days or even weeks to appear on your statements; please contact your financial institution for their policies. If UMDGC Credits were used for payment, the UMDGC Credits will be reissued first, and any remaining balance will be refunded.
- During pandemics, UMDGC's Pandemic Policies will take precedence over the following policies. These will be based upon the government's guidance and requirements.

### **Missed Classes**

To ensure a safe and productive workout environment, and because most classes fill, UMDGC does not offer refunds or make-up classes. Instead, UMDGC offers credits toward future registrations or purchases. The number of missed class credits that may be issued is limited and available on the UMDGC website and printed schedules. Additional classes may be eligible for credits during government mandated time periods.

To receive a missed class credit, complete a Future Absence Request through the UMDGC Portal or email [frontdesk@umdgc.com](mailto:frontdesk@umdgc.com). Requests for missed class credits must be received no later than 11:59pm on the day the class was missed. If you know you will be missing a future class, you are

welcome to submit a request for the credit in advance. Requests received after the deadline will not be granted.

### **Switching Classes**

UMDGC will attempt to honor all requests to switch a participant's class before or during a session if the participant meets the requirements for the class/group and doing so will not disrupt the operations of the new class. All requests to switch classes must be submitted electronically through the UMDGC Portal using the Transfer Request. UMDGC reserves the right to refuse any class switch request, provided one or more of the following are true:

- The class in which the participant asks to move into is full.
- The class is too advanced or the incorrect age for the participant's information as listed in the database.
- If the UMDGC staff believe the switches are being made to take "advantage of the system."

A \$25 fee may be incurred if more than one switch is requested per session. A charge will be made to your UMDGC Portal Account and payment must be received within 24 hours to have the transfer to be accepted. The request will be denied if payment is not received within 24 hours.

Switches relating to cancellations by UMDGC, being accepted off a waitlist, or changing to sizing are never charged a fee.

### **Withdrawing from Programming**

All withdrawal requests to withdraw from any UMDGC programming, including teams, must be submitted electronically by using the Drop Request in the UMDGC Portal. A method of reimbursement and reason must be submitted at the time of the request, or the request will be denied. Credits will be issued within two business days; refunds take up to 30 days to process. UMDGC owners will make the final decision on all withdrawal requests.

- Exceptions will be considered if accompanied by a doctor's note. All documentation must be submitted at the same time as the Drop Request is completed in the UMDGC Portal.
- Withdrawal requests for refunds will only be honored if received by the deadline listed on the chart below. UMDGC Credits using the rates listed on the chart below will be issued for the remaining classes at all other times.

PROGRAM	WITHDRAWING/CANCELING	SWITCHING	MISSSED PROGRAMMING
<b>APPAREL &amp; OTHER ITEMS</b>	<ul style="list-style-type: none"> <li>100% UMDGC credit or refund if received prior to the purchase deadline.</li> <li>There are no refunds or UMDGC credits after the purchase deadline.</li> </ul>	<ul style="list-style-type: none"> <li>Switching sizes/styles of apparel and other orders is permitted prior to the purchase deadline.</li> <li>No switching of sizes/styles is permitted after the purchase deadline.</li> </ul>	
<b>CAMP - School Year</b>	<ul style="list-style-type: none"> <li>100% refund if received 24 hours prior to the start of camp.</li> <li>100% UMDGC credit if received by 9:30a on the day of the camp.</li> <li>No UMDGC credits or refunds issued after 9:30a on the day of camp.</li> </ul>	<ul style="list-style-type: none"> <li>Space permitting, switching to another day of camp or type of camp is permitted if the Transfer Request is submitted through the UMDGC Portal no later than 9:30a on the day of camp from which you are switching.</li> </ul>	<ul style="list-style-type: none"> <li>No UMDGC credits, refunds, or make-ups for missed days.</li> </ul>
<b>CAMP - Summer</b>	<ul style="list-style-type: none"> <li>100% refund or UMDGC credit if received by 6:00p on the first day of each week of camp.</li> <li>If received after 6:00p on the first day of each week of camp, a \$50 UMDGC credit will be issued for each remaining full day of camp at the time the request is received.</li> </ul>	<ul style="list-style-type: none"> <li>Space permitting, switching to another week of camp or type of camp is permitted if the Transfer Request is submitted through the UMDGC Portal no later than 6:00p on the first day of summer camp week from which you are switching.</li> </ul>	<ul style="list-style-type: none"> <li>No UMDGC credits, refunds, or make-ups for missed days.</li> </ul>
<b>CLASSES</b>	<ul style="list-style-type: none"> <li>100% UMDGC credit or refund if received by 11:59p on the second day of the session or by 11:59p on the first day of class attended if joining late.</li> <li>If received later than 11:59p on the second day of the session or after 11:59p on the first day of class attended if joining late, UMDGC Credits will be issued for all remaining classes at the time request is received using the Credit rate listed on the schedule.</li> </ul>	<ul style="list-style-type: none"> <li>Switching classes is permitted if there is room to accommodate the request. Once taken out of the original class, your space will be open to those on the waitlist or to the public or the limit may be lowered.</li> </ul>	<ul style="list-style-type: none"> <li>Request must be emailed to umdgclic@gmail.com.</li> <li>No refunds or make-ups. UMDGC Credits will be issued. Please check the class schedule for the base amount and maximum number of credits permitted.</li> <li>Requests must be received by 11:59p on the day the class is missed. No UMDGC credits will be issued if received after 11:59p on the day that was missed.</li> </ul>
<b>CLINICS and WORKSHOPS</b>	<ul style="list-style-type: none"> <li>100% refund or UMDGC credit if received by the start of the clinic.</li> <li>If received after the start of the clinic. No refunds or UMDGC credits will be issued.</li> </ul>	<ul style="list-style-type: none"> <li>Switching clinics is permitted if there is room to accommodate the request. Once taken out of the original clinic, your space will be open to those on the waitlist or to the public, or the limit may be lowered.</li> </ul>	
<b>PASSES</b>	<ul style="list-style-type: none"> <li>Passes that have not been used are eligible for 100% UMDGC credits or refunds.</li> <li>Passes that have been used are eligible for prorated UMDGC credit for the unused portion; no refunds on passes that have been used.</li> <li>Passes must be returned before processing the request.</li> </ul>		
<b>PRIVATE LESSONS - UMDGC Fee only</b>	<ul style="list-style-type: none"> <li>If the request to cancel the private lesson is received before the scheduled start time, a 100% refund or 100% UMDGC credit will be issued within 2 business days by the UMDGC office staff for the UMDGC fee only.</li> <li>Requests for cancellations received after the scheduled start time of the private lesson will forfeit the entire UMDGC fee.</li> </ul>	<ul style="list-style-type: none"> <li>If the request to change private lesson times is received before the scheduled start time, the change will be made if the new private lesson time is available. Requests for changes received after the scheduled start time of the private lesson will not be honored and the UMDGC Fee will be forfeited.</li> </ul>	
<b>TEAM - Competition, Meet, &amp; Team Fees</b>	<ul style="list-style-type: none"> <li>For gymnastics meets, check the website for substitution and scratch deadlines. A refund or credit or the registration fee portion only (coaches fees are not refunded or credited) will be issued if the host accepts the substitution/scratch.</li> <li>For all other competition, meet, and team fees, there are no reimbursements after the registration deadline.</li> </ul>	<ul style="list-style-type: none"> <li>There is no switching of fees after the registration deadline.</li> </ul>	<ul style="list-style-type: none"> <li>A UMDGC credit or refund will be issued if a substitute is found, payment is received from the sub, and the substitution is accepted by the host. See team handbook for details and procedure.</li> </ul>
<b>TEAM - Tuition</b>	<ul style="list-style-type: none"> <li>100% UMDGC credit or refund of prepaid tuition if request received before the first of the month (school year) and the first practice of the week in the summer.</li> <li>No credits or refunds if received after the first of the month (school year) or first practice of the week (summer).</li> </ul>	<ul style="list-style-type: none"> <li>No switching of tuition is permitted after the first of the money (school year) or first practice of the week (summer).</li> </ul>	<ul style="list-style-type: none"> <li>See the team handbook for details and procedure for injury prorating. No refunds are given.</li> </ul>
<b>TRIPS &amp; SPECIAL EVENTS</b>	<ul style="list-style-type: none"> <li>100% UMDGC credit or refund if received prior to the registration/purchase deadline.</li> <li>There are no refunds or UMDGC credits after the registration/purchase deadline.</li> </ul>		