



Welcome to Kenwood Gymnastics Center!

Ways to Register with KGC

Visit our website www.kenwoodgymnasticscenter.com to register for classes. Select the *Registration* tab and click on *Create Account* to access the Parent Portal. Fill in the basic contact and student information, read and **agree** to Kenwood's policies and waiver. Now you're ready to sign up for classes!

Once you've found a class that works for you, send in an enrollment request by simply clicking on the icon that says OPEN or WAITLIST. You can join as many classes or wait-lists as you would like. Requests will be reviewed and responded to by email within 1-2 business days. Your confirmation email will inform you of one of these four enrollment categories; active, wait-list, denied, or trial as well as an explanation of your status. Feel free to email info@kenwoodgym.com with any questions about enrollment status.



Continuous Enrollment

Once a student is enrolled, we will assume you plan to continue classes and will continuously bill you for these classes; we call this "rolling enrollment".

If you want to drop a class prior to the new month starting you need to notify Kenwood IN WRITING.

You can notify us via our online platform or via email. Verbal drop notifications will not be honored. Drops are due **BEFORE the 25th**, for the upcoming month.

Transfer or Drop

If your student needs to change or drop a class, you can sign into your account to manage these tasks. This can also be done by calling or stopping at the front desk when you're in the gym. Notification of a drop can be made anytime in advance but **must** be submitted before the 25th of the month. You can notify us in one of two ways: by selecting a *Drop* date in the Parent Portal or by email to info@kenwoodgym.com. If notification is not submitted (you simply stop coming) or is received after payment is due, you **WILL BE BILLED** for the next month. Without notification of a drop, you are still expected to pay for the secured spot you signed up for. There are often students on waitlists who could potentially be in those spots that are left unused.

Monthly Billing

Monthly tuition will vary depending on how many classes your gymnast will attend in a given month. Example: If your gymnast is in a Monday class and there are 4 Mondays in January, you will be charged for 4 classes. If there are then 3 Mondays in February, you will be charged for 3 classes in February. Tuition will be prorated on the way into a month if enrolling mid-month but will not be prorated if you drop early. KGC will prorate tuition for all gym closures. See our calendar to find these dates.

When to Pay

KGC uses a monthly tuition schedule for all programs. **Tuition is due the 1st of the month OR day of processed enrollment.** If you enroll mid-month, your card on file will be charged for the pro-rated amount due as soon as your request is approved. Tuition is posted on the 25th for the next month.

AutoPay

Autopay is **REQUIRED** for all families. You will be prompted to enter a credit card upon registering for any program. If you enroll mid-month, your card on file will be charged for the pro-rated amount due as soon as your request is approved. Autopay will run on the 1st of every month for any outstanding charges on your account. You are able to pay in alternative methods before the 1st of the month.



What if I miss a class

If you know you are going to miss a class, please email us at info@kenwoodgym.com. We do not offer make-ups for missed classes. There are no credit/refunds given for elected absences. If Kenwood closes due to weather or other unforeseen circumstance, a make-up option will be offered.

Refunds and Credits

KGC does not issue refunds or credits for missed classes, failure to notify gym of a dropped class after payment, auto-pay charges or a change of heart. If your student cannot continue classes due to injury or illness, please call the gym and that will be addressed in a case by case basis.

Advancing Levels

Our coaches are trained to monitor and document each student's individual progress. Once your child has mastered the required skills to move up, our coaches will notify you about the new level change. Students are not required to change levels at any specific break, date or billing period. Coaches maintain a skills chart for each student, which you and your gymnast are welcome to inquire about and see at anytime. Just ask your coach!

