



PARENT AND ATHLETE INFORMATION AND POLICIES: RECREATIONAL CLASSES FOR FALL 2021 - SPRING 2022 SEASON

Trampoline falls under the gymnastics umbrella of sport, and like all sports, involves some risk. In order to minimize that risk, Vertical Zone Trampoline Club is a Gymnastics Ontario accredited facility and classes are instructed by coaches who are trained by the Nationally Certified Coach Program (NCCP).

In addition to Vertical Zone's commitment to providing qualified instruction, it is important that safety rules are followed by all athletes and parents. Please take some time to remind your child(ren) to listen to their coaches and review the information below.

ATHLETE AND PARENT GENERAL EXPECTATIONS AND INFORMATION:

1. Children are ONLY allowed in the gym once a coach has verified the following: 1) the [Assumption of Risk Waiver](#) is completed and signed by a parent/guardian.
2. Children must be in good health to participate. [COVID UPDATE: Families must self screen](#) before coming to the gym. When in doubt, please consult [SMDHU: COVID-19 SYMPTOMS, TESTING AND ISOLATION REQUIREMENTS](#) (Updated April 22, 2022) to verify your athlete's participation eligibility.
3. For minor injuries, parents should inform coaches prior to class of any injuries that may impact their ability to participate fully in their class. Parents may be asked to sign a [Permission to Participate](#) form following an injury or illness.
4. Children who struggle with responsibility/ collaboration/ self regulation, do not follow coaches' instructions and/or regularly disrupt class may be restricted from participation, especially if the behaviour impacts the ability to follow safety protocols. This withdrawal will only occur once all strategies have been exhausted and a full refund for remaining classes will be applied (less the \$40 insurance fee paid directly to GO).
5. **SPECTATORS:** Spectators are welcome in our upstairs parent lounge! Please remove footwear (we recommend bringing slippers) and enjoy the view from upstairs. To protect privacy and safety of the minors in our facility, no photography or filming of children is permitted during class. If you would like some footage of your athlete, we can arrange for you to come into the gym to take footage of just your jumper near the end of the session.
6. No food, drink or chewing gum is permitted in the gym area; only water in sealed bottles, please.
7. Athletes are not permitted to bring cell phones, iPads/Tablets or any other personal electronic devices into the gym.

8. Classes are recorded for security purposes on a closed-circuit system. In compliance with privacy laws and regulations, these recordings are the property of Vertical Zone Inc and will not be released.

CLOTHING REQUIREMENTS:

- All athletes must wear suitable gym attire. Children should wear 1 piece gymnastics leotards and/or lycra or cotton shorts and a properly sized T-shirt. No zippers, ballet skirts or loose-fitting clothing are permitted. Long hair must be tied back. Dangling earrings, bracelets, watches, anklets, rings, or necklaces should be left at home. We recommend that athletes wear socks in the gym. Open wounds or warts must be bandaged with athletic tape and socks must be worn.
- There are bathrooms available to those who need a quick change before class. Participants will be able to store additional clothes and items in cubbies in gym and hang up their coats in the designated coat room. **Please do not bring valuables to the gym. Vertical Zone is not responsible for lost or stolen items.** Outdoor footwear must be removed before entering the gym.

PARENT DROP OFF AND PICK UP POLICY:

- Parents must wait with athletes under 12 years old until they have been admitted into the gym and picked up promptly when class finishes. Children must wait for their ride inside and be picked up at the designated exit once athlete is released by the coach.
- Parents may sign and give to the coach an [Athlete Release Form](#) for children ages 10-15 years old, in order to be released after class without a parent. This release form is page 2 of the **Athlete Drop off and Late Fee Pick-up Policy Information** form.
- Athletes for whom the parent release form has been signed, are advised to come back inside the gym if they do not see their parent/guardian outside at the pick-up area. If you are going to be late picking up your child, please call and notify the gym.

CLASS CANCELLATION/ MAKE-UP POLICY:

- If Vertical Zone closes, due to unforeseen circumstances that are non-COVID related (e.g. inclement weather), we will provide class credits/ gift certificate for those athletes affected by the cancellation. Members will be notified of closures via email (so please subscribe), VZ Website announcements and social media outlets (FB and IG).
- **COVID-19 MANDATED CANCELLATIONS/ CLOSURES:** The choice of a refund (less \$25 Uplifter Service Charge) or gift certificate/ credit (no service charge) for all classes missed will be applied at the end of the closure (less the GO fee).
- Vertical Zone programs are purposefully scheduled and staffed according to registrations. If your athlete misses classes for personal illness, injury or other reasons, they are not eligible for make-up classes or class credits.

DISCOUNTS

- 10% discount is offered to athletes taking 2 or more programs in the same session (same athlete)
- 5% sibling discount off the lowest price for recreational programs and camps.
- 15% discount on PAYG/ Drop In class registrations when also registered in a 2021/22 recreational or competitive program.
- Classes are pro-rated in the session for continuous intake registrations.

REFUND AND PROGRAM WITHDRAWAL POLICIES

- **WITHDRAWAL BEFORE THE SESSION STARTS:** Refund*, less \$25 Uplifter service fee per registration, for classes when cancelled a **minimum of 24 hours prior to 1st class**; OR credit/ gift certificate** for full amount paid (no service charge).
- **WITHDRAWAL AFTER THE 1st CLASS:** Refund*, less \$25 Uplifter service fee per registration, for remaining classes; OR full credit/ gift certificate for remaining classes.
- **WITHDRAWAL AFTER 2nd CLASS:** After the 2nd class until registration closes (approximately 4 weeks into the session), withdrawal is permitted with medical note*** verifying an injury or illness requiring 3+ weeks of recovery and no intent for athlete to return for the remainder of the session. If we are able to fill your athlete's space, a Gift Certificate/ Credit will be applied that equals the number of lessons that we were able to fill. Gift Certificate/ Credit never expires and can be used for all Vertical Zone offerings (e.g. Spirit wear, PAYG classes, camps, regular classes, birthday party bookings, etc).
- **WITHDRAWAL/ TIME OFF DUE TO INJURY SUSTAINED AT VERTICAL ZONE:** When injury is treated by staff and an accident report is filed with Gymnastics Ontario, athletes will be credited for all classes missed due to any injury sustained during their VZ class that requires medical attention and time off to heal. Athlete must provide medical note within 2 weeks of the injury that explicitly states the duration of recovery.
- **WITHDRAWAL DUE TO BEHAVIOURAL DIFFICULTIES (#4 on page 1):** Refund* for remaining classes at any point during the session.
- Class changes can be made free of charge when space permits.
- **AMMENDMENT - COVID-19 MANDATED CANCELLATIONS/ CLOSURES:** If you choose to stay enrolled in the class during a mandated cancellation or closure, the choice of a refund (no additional Uplifter charge) or credit for all classes missed will be applied at the end of the closure, with no refund service charge (e.g. moving from lock down or red zone, into orange, yellow, green).
- **Please submit requests for withdrawals or changes to contact@verticalzone.ca**

* GO fee is non-refundable, once GO registration has been completed by Vertical Zone (within the first week of classes starting). This fee is paid directly to Gymnastics Ontario and Gymnastics Ontario has a non-refundable policy on these fees.

**Credits can be used for all Vertical Zone Programming and offerings; such as, classes, PAYG jumping, Spirit Wear, Birthday Party/Group Bookings and Camps. There are no service charges when choosing a credit, since VZ does not incur Bambora service fees.

***Athlete must provide a medical note within 2 weeks of the injury or illness diagnosis, that explicitly states the duration of recovery.

SELECTING A CLASS

All classes are designed with specific ages and experience in mind. Ages and required experience are explained in the class descriptions. Please ensure that you are registering your child in the correct age/level class to ensure they are going to be receiving the best instruction possible. We have finally been able to implement report cards, so returning athletes will have their level noted in Uplifter. Our spring and summer sessions are too short for a full report card, but coaches will be able to make recommendations.

PLEASE NOTE: This is a working document in order to be responsive to ongoing changes in trends in registration and Gymnastics Ontario governance. All updated policies will be in effect immediately and posted in the ABOUT - Parent Information Forms page of our website.