



## **PARENT AND ATHLETE INFORMATION AND POLICIES: RECREATIONAL CLASSES FOR SUMMER 2023 - SPRING 2024 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 that our VZ [Assumption of Risk Waiver](#) has been completed as of July 1, 2022.
2. Children must be in good health to participate. [Families must self screen](#) before coming to the gym and only proceed to the gym if they do not have symptoms associated with COVID-19 or other contagious viruses.
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 safety and well being of themselves and others. In most cases, this withdrawal will 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. No food, drink or chewing gum is permitted in the gym; only water in sealed bottles, please.
6. Athletes are NOT permitted to bring cell phones, iPads/Tablets or any other personal electronic devices into the gym.
7. As per the visible signage, Vertical Zone has a closed circuit security camera system that is recording 24hours per day. In accordance with Privacy laws, this footage can not be recorded by members, for any reason.
8. **SPECTATORS:** Behind every successful child are VIPs: Very Important Parents/ Guardians/ Caregivers. The Vertical Zone parent lounge is equipped with comfortable viewing areas, free WIFI, as well as work and homework stations.

Make yourselves comfortable and use our lounge to alleviate some of the pressure of juggling the work-life balance.

Please let our coaches do the coaching and refrain from calling to your athletes during classes. Also, to protect privacy and safety, **no photography** or filming of children is permitted during class.

### **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.
- ***Please do not bring valuables to the gym. Vertical Zone is not responsible for lost or stolen items.*** Outdoor footwear must be removed at the front entrance – for athletes and spectators.
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### **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/guardian present at the door. 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. Wait for coaches signal to re-enter safely. If you are going to be late picking up your child, please call and notify the gym.
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### **CLASS CANCELLATION/ MAKE-UP POLICY:**

- If Vertical Zone closes, due to unforeseen circumstances (e.g. inclement weather), we will provide an additional class at the end of the session. Should Vertical Zone not be able to provide a make-up class a class credit will be applied to accounts. Parents will be notified about closures, make-up classes and credits via email (so please subscribe), VZ Website announcements and social media outlets (FB and IG).

## GOVERNMENT MANDATED CANCELLATIONS/ CLOSURES:

- The choice of a refund or credit 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 reasons, there are no make-up classes and they are not eligible for 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.
- Classes are pro-rated in the session for continuous intake registrations.

## REFUND AND PROGRAM WITHDRAWAL POLICIES

- **WITHDRAWAL BEFORE THE SESSION STARTS:** Refund\*, less 10% Uplifter cancellation fee per registration, for classes when cancelled a **minimum of 24hrs prior to 1<sup>st</sup> class**; OR credit\*\* for full amount paid (no service charge).
- **WITHDRAWAL AFTER THE 1<sup>st</sup> CLASS:** Refund\*, less 10% Uplifter cancellation fee per registration (up to a maximum of \$25/registration), for remaining classes; OR full credit for remaining classes.
- **WITHDRAWAL AFTER 2<sup>nd</sup> CLASS:**
  - **Withdrawal for Personal/ Non-VZ Related Reasons (e.g. injuries or illness sustained outside of VZ):** refund (less 10% Uplifter fee) or credit for remaining classes **ONLY IF** Vertical Zone is able to fill your athlete(s) spot. In this case, refund/credit will equal the number of classes that were filled.
  - **Withdrawal Due to an Injury Sustained at Vertical Zone:** refund, less 10% Uplifter fee/registration, or credit will be applied that equals the number of lessons left in the session for which the athlete was unable to attend, due injury sustained at Vertical Zone. This injury must be immediately reported to and treated by the coach, so a Sport Injury Report can be submitted to Gymnastics Ontario within 48 hrs of the injury, you have your choice of
- **WITHDRAWAL DUE TO BEHAVIOURAL DIFFICULTIES** (#4 on page 1): Refund\* (less 10% Uplifter fee) for remaining classes at any point during the session.
- Class changes can be made free of charge when space permits.
- **GOVERNMENT 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.
- **Please submit requests for withdrawals or changes to [contact@verticalzone.ca](mailto: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.

## **SELECTING A CLASS**

All classes are designed with specific ages and experience in mind. Similar to school, athlete ability will vary and coaches will differentiate instruction accordingly. We recommend athletes stay within their age cohort when selecting classes. 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. Please don't hesitate to reach out to a supervisor at [contact@verticalzone.ca](mailto:contact@verticalzone.ca) if your athlete is struggling to engage in their class. When we know better, we can do better.