



## **PARENT AND ATHLETE INFORMATION AND POLICIES: RECREATIONAL CLASSES FOR SUMMER 2024 - SPRING 2025 SEASON**

Trampoline falls under the gymnastics umbrella of sport, and like all sports, involves some risk. To minimize that risk, Vertical Zone Trampoline Club is a Gymnastics Ontario (GO) accredited facility and classes are instructed by coaches who are trained by the National 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 Agreement](#) has been completed as of July 1, 2022.
2. Children must be in good health to participate and free from contagious illnesses.
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 wellbeing 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 Gymnastics Ontario membership fee).
5. No food, drink or chewing gum is permitted in the gym; only water in sealed bottles, please. Long hair must be tied back, and all jewellery removed (except for earring studs) to participate in the gym.
6. Athletes are NOT permitted to bring cell phones, 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 24 hours per day. In accordance with privacy laws, this footage cannot 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. (continued below)

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 programs. An authorized parent or guardian can set up a specific time to take a picture or video of their athlete only, with a supervising coach.

### **CLOTHING REQUIREMENTS:**

- All athletes must wear suitable gym attire. Children can wear a properly sized T-shirt or gymnastics bodysuit and shorts or pants. No hooded sweaters, 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.

### **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, 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. 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 (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).
- 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 an athlete taking 2 or more programs in the same session
- 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 for classes when cancelled a **minimum of 7 days prior to 1<sup>st</sup> class**; OR credit\*\* on account for full amount paid (without the Uplifter fee).
- *WITHDRAWAL WITHIN 1 WEEK TO START OF CLASS*: Withdrawal/refund requests submitted up to 6 days before the start of class are eligible for a partial refund\*, deducting the cost of one class and less 10% Uplifter cancellation fee OR credit\*\* on the account (without the Uplifter fee).
- *WITHDRAWAL AFTER THE 1<sup>st</sup> CLASS*: refund\* less 10% Uplifter cancellation fee per registration, for remaining classes; OR full credit\*\* for remaining classes.
- *WITHDRAWAL AFTER THE 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 or credit\*\* will be applied that equals the number of lessons left in the session for which the athlete was unable to attend, due to 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.
- *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.

**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, Pay As You Go jumping, spirit wear, birthday party/group bookings and camps. There are no service charges when choosing a credit, since VZ does not incur Uplifter 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 do not 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.

Updated 06/27/24