

# Excel Gymnastic of Steamboat

## Class Make up Policy

At Excel Gymnastics we understand that students get sick, vacations happen and other events beyond our control take place. It is our goal to take all of this in stride and provide your child with the best possible gymnastics experience. With this in mind we ask your cooperation with this policy so that we can assure proper staffing levels to help ALL of our students 'EXCEL' in their experience with us.

In the event that a student becomes ill or for some other reason misses a class then that class may be made up. If you know that a class will be missed during a given week of the session then you may make up the class before or after the missed class.

If you know you are going to be gone for a class, as a courtesy please let us know as that becomes a time when another student may be able to make up a class. Unannounced make ups may be turned away if it would cause the class to exceed the student to staff ratio.

Preferably the make up class should be of the same type as the one missed. Approval by the director or the instructor is required to verify that there is space available during the requested make up class. PLEASE call 879-3467 in advance to verify space and schedule your make up class.

## Refund Policy

The staff at Excel Gymnastics realizes that at times hardships do arise, under these circumstances all efforts will be made to understand each individual situation. All efforts will first be made to find appropriate times for the student to make up a class or classes. If this cannot be arranged for reasons beyond anyone's control then a refund check will be written at the approval of the director. Refunds will not be made due to missed classes that can be made up under normal circumstances.