

Element Tumbling & Trampoline Registration | Billing | Gym Policies For Parents- PLEASE READ

Registration

To register for classes make sure you have an account on our parent portal. Go to twiststars.com and click in “class schedule” then click on the [parent portal link](#). Once you have created an account you can search for classes and register online. We keep the same class schedule year round so you can go from school year to summer with no breaks or changes. You can prorate into a class at anytime and the system will allow you to prorate up to 2 weeks out. If you need help with registering or finding the right class, give us a call and we can help. Once you are registered for class, you won't have to re-register. You will stay in that class until your child moves up to the next level.

Waitlists for Classes

Sometimes our classes become full. Especially on popular days and class times, spots fill quickly and most people keep their spot all year long. If you have a preferred class time that is currently full, we encourage you to get into a class that maybe is your 2nd choice, and then we can put you on the waitlist for your preferred/1st choice class. This way your child gets into classes right away and can start the learning process but as soon as that spot opens up, you will be notified through email that a spot has opened up. You then just need to confirm that you do indeed still want that spot and we can make that switch for you.

Billing

We are on a continuous enrollment monthly billing system which means after you register and pay your prorated tuition and membership fee, you will be enrolled in auto pay and billed on the 25th of each month prior (i.e. September tuition is billed on August 25th). You will continue to be billed every month until you request to drop. If you want to pay for tuition with cash or check, you can drop off alternate payment before the 25th of the month and we can take you off of auto billing (a credit card must remain on file even if you choose to pay by different method). Receipts are emailed to the email address on file each month. If you need to update your credit card on file, you can go into your parent portal account and update yourself or, give us a call and we can do it for you over the phone.

Membership Fee

The membership fee is due every September or upon enrollment and is good through the end of the following August (i.e September 1, 2023 - August 30, 2024). This fee pays into insurance for the athlete and gives you member rates for camps, clinics, open gyms, etc. \$35/athlete or \$55/family.

Switch Classes

We understand that you have a busy schedule and at some point you might have to switch class days. If you need to switch class days, give us a call and we will be happy to help you find a class that fits better with your schedule. If there is space in your desired class, this can even happen mid-month- you don't have to wait till the beginning of the month.

Dropping a Class

If you wish to drop your class, requests are due via email to coach@twiststars.com by the 15th of your final billing cycle to avoid the upcoming billing cycle and finish out your current paid month. Any drop requested after the 15th will result in one final billing cycle and active month of classes. If you need to schedule make ups and/or would like to request a class transfer to accommodate your new schedule conflict, we are happy to do so. You can drop and come back to classes without any additional fee- but we can't guarantee there will still be a spot in the class you are dropping. No drop requests will be taken over the phone or in person.

Moving Up Levels

Our coaches are always looking to move up athletes to the next level. There is a set curriculum for each tumbling level and when an athlete is able to do those skills consistently, the coach will let the parent know when it is time to move up to the next level. For class descriptions and skill requirements, please see our class description page on website.

What to Wear for Class

Athletes should wear leotards (with or without shorts) or shorts and t-shirt. T-shirt should be tight fitting and cover midriff. No bare midriffs (i.e. sports bras, half shirts). Socks or trampoline shoes should be worn for all classes. Cheer shoes are allowed but athletes must walk in with different shoes then change to help keep our floors clean. No jewelry. No gum. Hair needs to be up out of face. No clothing with snaps, zippers, buttons. No jeans or jeans shorts. Athletes can wear hoodies into gym for stretch but will be asked to take off once they start tumbling/trampoline for safety.

Gym Rules

- Parents are responsible for children until they go into class.
- No running in lobby.
- No gymnastics (i.e. cartwheels) in lobby.
- Only water in water bottles. No food in cubbies.
- Parents are not allowed in gym. Please do not stand and block lobby door or come in and sit on edge of gym floor. If you need to use the bathroom, please ask front desk staff and they will walk you to the back to use the bathrooms.
- If you choose to video your child, please make sure you are not recording any other child to respect the privacy of those other children. If you want to record your child's skill close up, ask a coach and we can allow you in to record for a brief moment after class.
- Please do not talk to/try to coach athletes through window or gym door or at entrance way/half wall. It is distracting, confusing and not safe for child. If you have issues with anything that is happening in class or want to ask your child's coach what they are telling them, etc. please wait until the end of class and then ask your coach. They cannot come out of class to discuss things with you nor can you talk to coaches while they are coaching. Again, it is distracting and not safe for coaches who need to be focusing on the children in their class.
- Please be prompt in picking your child up after class. Athletes need to wait in lobby until a parent/guardian picks them up. Athletes are not allowed to wait for parents outside. They must remain inside lobby to keep them safe.
- An updated waiver must be signed (online or in person) every September. We encourage you to read through all waivers before you sign so you are familiar with all gym policies, liabilities and financial agreements.