

TRI-STAR GYMNASTICS & DANCE
66 Third Street, Suite 101 Dover, NH 03820
PHONE 603-749-1234 ♦ FAX 603-749-5678 ♦ www.TRISTARGYMNH.COM

WELCOME

Welcome to our gym! Congratulations for caring enough to invest in your child's future physical development. We are pleased that you have chosen Tri-Star Gymnastics and Dance for your child. We pledge to uphold our philosophy, which is to teach gymnastics, dance, or tumbling in a fun, safe environment and raise your child's self esteem. Our lesson plans and curriculum are guided by this philosophy.

This parent's sheet will help acquaint you with our policies and what we offer here at Tri-Star. Please discuss all of the safety policies with your child.

As you look at our facility, please notice that we do everything possible to keep your child safe. Our instructors are safety certified, CPR & First Aid Certified, as well as Safe Sport Certified.

If you have any suggestions, please come see one of us or put a written suggestion in one of the payment boxes. Our aim is to "please the customer"! Please help us please you!

All of us at Tri-Star look forward to getting to know you and your child. Thank you for your confidence in us and our programs. We promise to deliver a professional gymnastics and fitness center in every sense of the word.

Enthusiastically,
Joni Bjorkman, Karen Ciccotelli and Haven Milton

POLICIES

A. Parent's Responsibilities – Parents and children who arrive at the gym early should remain in the back waiting area until the instructor signals the beginning of class. Children are not to run around and cannot be on the equipment. Parent should accompany young children to the bathroom before class. No one but the students enrolled in class will be allowed to be in the equipment area of the gym. Brothers and sisters not enrolled in the class are to remain with the parents. Please leave the teaching to us. Please do not talk to your children and offer help during class. We do expect the children to be in the gym on time for their lessons and to be picked up on time. If you know you'll be late to pick up your child, please let us know.

We also hope that when you watch your child's class, you will look for total improvement and compliment your child often. Our goal is to make them feel good about themselves and to take pride in improvement.

B. Attire – Children should dress in loose, comfortable clothing or a leotard. Hair should be pulled back away from the face.

C. Food & Drink – Food and drink are to be kept in the back waiting area. NO FOOD OR DRINK IN THE EQUIPMENT AREA. ONLY water is permitted in the equipment area.

D. No Smoking – Smoking is not allowed anywhere in the gym, waiting areas or on the building's grounds.

E. Parking Policy – Many businesses share this building and the parking lots. We ask that you adhere to the following policy so that all patrons can access the building.

Acceptable parking areas:

- In front of the building in slots indicated by white painted lines.
- Along Third Street (Please observe all posted signs).
- Behind the building (Please do not block the fire escape or dumpster)

TUITION & PAYMENT OPTIONS

A. Gymnastics, Dance and Tumbling Payments – All members are required to have a card on file to secure payment in the event that a payment is not made by the second week of the session. Gymnastics & Dance tuition runs on a 4-week basis, although the curriculum is ongoing. Tuition is due on the date of your child's first class of the session (Week #1). The only time that tuition is prorated is when a new student joins a class after the session has started. If your child's class falls on a holiday when the gym & dance studios are closed; it's up to you to schedule a make-up. Please refer to your Tuition Cycle Schedule. Payments received after the Saturday of week #1 of any session will be charged \$25.00. There is a \$25.00 fee for any check that is returned FOR ANY REASON. We plan and provide space for your child therefore missed classes cannot be deducted from tuition. Please notify the office if you will be missing a class. You are welcome to make up a class at another class time – you must check with the office on space available in any class and all make-ups MUST be scheduled ahead. Your child must still be enrolled in classes and make up classes must be done within 6 months of the missed class. Once you have signed up for a class, we hold your child's space each month. If you choose to stop classes, it is required that you give us a written notice. Drops become effective at the end of week #4. No mid-session drops. NO EXCEPTIONS.

B. Auto Pay Option – We can automatically charge your child's tuition directly to your credit card. Stop by at the office for an authorization form.

C. Discounts – We offer the following discounts.

1. 10% second child discount
2. 25% second class discount (same program)

***Please Note any pre-paid tuition is non-refundable.**

D. Referral Program – Any student who refers someone to Tri-Star and the new customer registers for class, our student will receive \$5.00 off next month's tuition. All types of classes are available for referral credit. Tell your friends to write your name in the "How did you hear about us?" part of the registration.

PROGRAMS

A. Gymnastics – We have 6 gymnastics departments, they are Preschool Gymnastics (Twinkling, Beaming & Shining Stars), School Age Gymnastics (Shooting Stars), Advanced Classes (preschool and school age), Tumbling for Cheerleading, Competitive Team Program includes teams for both girls and boys. *Please Note: We must have a minimum of 2 students in a class for the class to run.

B. Dance – We have a variety of dance classes including Creative Movement and Tap, Ballet, Jazz, Hip Hop, Pre-Teen, Adult, and family classes, as well as Dance Team for both girls and boys. *Please Note: We must have a minimum of 2 students in a class for the class to run.

C. Summer Camp – We offer summer camp which includes gym time, crafts, games, swimming, and weekly field trips.

D. School Vacation Camps – We offer camps during NH February and April School vacations. You must sign up with the office ahead of time.

SAFETY

At Tri-Star, we strive to teach your children gymnastics & dance in a fun but safe environment. There are some things that you can help with, too. We'll talk to the children daily about staying safe, but we also want you to talk to them if you see things that they are doing that look unsafe. Children are the world's greatest asset. We all will work hard to keep them safe. Listed below are some particular things we want the kids to think about.

A. Proper Attire for Gymnastics: The right clothes are a safety rule.

1. Girls should wear a leotard or shorts/stretch pants and a t-shirt. Bare feet. Hair tied up. NO tights.
2. Boys should wear a t-shirt tucked into gym shorts or pants. Bare feet.

B. Proper Attire for Dance – Dance Classes need ballet, jazz, or tap shoes.

C. Procedures

Before Class

- 1) Talk to your child at home about staying in line, no talking in class and listening carefully to the instructor.
- 2) Arrive 5-10 minutes early to dress the child properly and to calm the anxious child and get them in the mood to learn.
- 3) Keep all brothers and sisters off the equipment and watch for other students running or "playing" on the equipment.
- 4) All parents are required to stay in the back or behind the fence.

During Class

- 1) Absolutely no going on equipment without the instructor's direction.
- 2) Absolutely no horseplay and running around the equipment
- 3) Only one person on the equipment at a time unless asked by the instructor.
- 4) Look around before you cross in front of other groups; always go around the equipment, especially the floor.
- 5) Let the teacher know if you are feeling ill.
- 6) Make sure you tell the teacher if you have to use the bathroom. Please take your child to the bathroom before class.

E. Parking Lot Safety – Because there are many businesses in this building, we share the parking lots. Please remind your child before and after each class to use caution in the lots. We also ask adults to drive safely and keep an eye out for a darting child.

Unacceptable parking areas:

Slots that are not indicated by white painted lines. There is absolutely no parking immediately in front of our front door. Vehicles must remain outside of the dumpsters. There is only one handicapped space available in this area. All other vehicles are prohibited. This is our only access without steps. It must remain clear at all times in case of an emergency. We thank you for your cooperation in this matter. If you do have a problem, please see a staff member. We will do our best to resolve this matter in a courteous manner. REMEMBER, if you violate this policy, you will be subject to towing at owner's expense.

D. Special Equipment Precautions

Bars:

- 1) No hanging on supports.
- 2) Swing in the middle of the rails, not on the ends.
- 3) Never touch the spin locks or cables.
- 4) Remember, you won't fall unless you let go.

Beam

- 1) If you feel like falling...jump off.
- 2) Bend your knees when you land.
- 3) Tell your instructor if you are afraid of high beam.
- 4) Never play or hang on the high beams.

Trampoline

- 1) Always use the stairs to get up to and off of the tramp.
- 2) Only one person on the tramp at a time.
- 3) Always jump and stay in the middle.
- 4) Learn to "freeze" first.

SCHOOL PICKUP OPTION

We have pickup available from most Dover schools, the Oyster River Elementary schools and the Oyster river Middle School. Times, dates and availability are available at the office. You must sign up for this option in advance which is available at the office. You must sign up for this option in advance which is available free of charge. ***We must have at a minimum of 2 students at each school in order to pick up.** Once you have signed up for this option, any time that your child is NOT to be picked up by Tri-Star you must call Tri-Star by 1:00 pm and the school's office. Repeated violation will not allow your child to continue with this service.

A. View Areas-Parents-are not allowed in the equipment area. Please stay in the back waiting room. You must be seated behind the poles or on the cat-walk behind the fence.

B. Discipline-Gymnastics & Dance takes practice and positive consistency as does any educational or physical skill. If we have to, we will use the time-out method.

C. Closings & Inclement Weather-We are closed for most legal holidays. Always refer to the current calendar handout or the website. In case of inclement weather we cancel morning classes if the Dover Schools cancel. For afternoon and evening classes, please call the gym at 603-749-1234 and our answering machine will give the updated information or check our website www.tristargymnh.com or Facebook. We do not prorate tuition for weather related closings. Please contact the office to schedule a make-up.

SPECIAL EVENTS

A. Annual Gym Show-The gym show will be held the week following session #10. There will not be gym classes this week. Your child will receive detailed information in writing more than a month before the show. If you don't receive it, inquire at the office.

B. Dance Recital-There is a dance recital at the end of spring. You will receive written notice from the dance instructor.

C. Parent's Night-Out-Occasionally throughout the year, we offer this service to allow parents some time out and the kids a great time. All children out of diapers are welcome. Look for posted signs. Advanced registration at the office is required.

D. Sleepovers-Occasionally throughout the year we offer sleepovers. It is open to children 5 & up. Games, arts & crafts, gym time, movies and breakfast are included in the price. Look for posted signs. Advance registration at the office is required.

E. Gymnastics Meets-Our gymnastics team compete October through May. We do host home meets. You are more than welcome to come cheer our teams. Please refer to your month calendar hand out for dates and times.

BIRTHDAY PARTIES

Tri-Star is available to host your child's next birthday party. Our parties are 1 ½ OR 2 hours long. We have three different packages to choose from. Check the website or stop by the office for a Birthday Party Flyer and to ask about availability. A small deposit will hold your date & time. Please be sure to ask for a Party Packet when you book your party. Current Members receive a Member Discount.

GIFT CERTIFICATES

Tri-Star gift certificates are available in any amount. Inquire at the office.

MISCELLANEOUS

A. Child Illness-Please inform us if your child has any physical or medical information that we should know about. Tell your child's instructor if he or she recently had an ear infection. It could hamper their balance. If your child has a bad cold or is sick-please do not bring him/her to class. You are welcome to do a make-up class for any missed class. Make-ups are to be scheduled with the office.

B. Parent Pointers-Communication between the parent and teacher is encouraged. Get to know your child's teacher. Ask for their help. Suggestions from parents are always welcome. We encourage you to use our suggestion/payment box located in the back waiting area or give Haven/Joni/Karen a call. You are the most important part of this business, next to your child. Our customer service slogan is "Give the customer what they expect and more." We can only do that if you let us know what that is.

C. Staff-Tri-Star Gymnastics is very fortunate to have such a qualified staff. The staff will try to maintain the same schedule throughout the year. However, your child may occasionally have a different teacher. All the staff utilize the same lesson plans and curriculum sheets, but every teacher has his/her own style of teaching. Please help your child adjust to a new teacher if this occurs.

D. Moving To A New Class-If your child is moving into a different class or age division we STRONGLY suggest you come and watch the class BEFORE you're scheduled to start. This way both the parents and the child know what to expect.

WARNING OF RISK TO PARTICIPANT & INSURANCE

Tri-Star Gymnastics & Dance is not responsible for providing medical accident injury insurance on students. Parents are advised to provide adequate accident and medical insurance for the child enrolled in classes at Tri-Star Gymnastics. This company shall not be held responsible for treatment or losses due to participation in activities before, during or after classes or activity connected to the center. Please be advised that any activity involving motion or height creates the possibility of accidental injury. Parent and participants should be aware that injury is possible with this or any athletic activity. Parents assume all responsibility for any injury due to participation in the activity.