

IMPORTANT PARENT AGREEMENT– PLEASE READ



(219) 865-2274
www.pattisallamerican.com

Welcome to Patti's All-American—#1 Best of the Region in gymnastics since 1994 and #1 Best of the Region in dance since 2013. according to "The Times Reader Poll"! Congratulations for caring enough to invest in your child's physical development and guaranteed increased self-confidence. We are pleased you have chosen us for your child. We pledge to uphold our philosophy to teach in a fun, safe environment, and enrich your child's self-esteem. Our lesson plans and curriculum are guided by this philosophy. You will notice the minute you walk in the positive, professional atmosphere. Our classes are progressive, productive, and SAFETY is #1. We go to extraordinary lengths to provide the top-of-the line equipment, the cleanest facility, the most progressive curriculum, and a highly trained staff who is caring and loving to your child. We know if we don't keep the classes fun along with learning, children will tire of it easily. Part of our teaching strategy is to make learning and fitness FUN! We know the number one reason kids quit any activity is that it's just not fun anymore. Through unique teaching techniques we can make your kids want to come back week after week.



All-American has five schools: Tumblebear Gym, School-Age Champion Gymnastics, The Dance Connection, The Swim Connection, and Gym-N-Learn Educational Preschool. During the summer months, hundreds of children take swimming lessons in our American Red Cross Learn-to-Swim Program. Our in-ground, heated pool is in the back of our gym. Additionally, we host our EZ-FUN Birthday Parties on Sundays.

If you have any questions, please go to the customer service desk or any of our managers: Gymnastics-Diane (dianespev@att.net), Office-Tracy(tav423@hotmail.com), Dance-Robin (itsmissrobin@gmail.com), or Gym-N-Learn-Amy (mpatky@sbcglobal.net). We're all here to see that you're happy. Most of the changes throughout the year are directed by our customers. Our aim is to please! If you have any suggestions, email us at customerservice@pattisallamerican.com.

Thank you for your confidence in my programs and in me. We guarantee fitness-based learning in a clean, friendly environment that you and your kids will love. I promise to deliver professionalism in every sense of the word. I pledge to astound you! If we do, please tell others. If we don't, please tell us.

Enthusiastically,

Please Read

Q & A

Q: How do we pay tuition?

Year-Round Program-We are a year-round program with a monthly tuition based on an average of four classes per month. If there are five classes in a month, we do not increase tuition. If there are three, we do not give credit.

Paying Tuition-A credit or debit card on file is required to register for classes. All tuition is **DUE BEFORE THE 25th** of each month (for the next month) and can be paid by cash, check, debit, or credit card. If tuition is not paid by the 25th and no one has informed us of dropping a class, all unpaid balances will be charged to your card on file. If your payment doesn't go through for any reason you will be charged a \$15.00 decline fee. **If delinquent tuition is not paid before the first of the month, your child will be tagged inactive by the computer, will be un-enrolled, and children on the waiting list will be called.** All returned checks will carry a fee of \$35.00. Once we have taken a bad check, all tuition must be paid from then on by cash or debit/credit card.

Parent Portal– Your email address is required upon registration and is our preferred form of communication. Your email address allows you to access your personal details at Patti's All-American. You can make a payment, update your account, change your password, drop a student request, add a student to a waitlist, view your fees and payments, change your credit card information, check your child's current enrollment, register for special events like Kids Night Out and camps, sign up for classes and receive important messages or contact our customer service staff. Your customer portal can be accessed from any computer, smart phone, iPhone, iPad, or tablet that has internet access. To access your personal account look for the white tab– returning customer login, located in the upper right hand corner found on any page from our website.

Membership Fee-A \$39.00 family membership fee is paid for the first child and all other siblings are free to join and then added to your tuition annually on the anniversary month of your joining the gym.

Member Benefits Include:

- Discount on birthday parties
- Invitation to member only events
- Discount for Tumblebear Indoor Playground
- Discounts for Kids Night Out and Camps
- Can schedule makeups for missed classes
- Family friendly discounts on multiple classes (20-50% off)
- Discount for active military families
- Chance to do unlimited summer gymnastics and dance classes for an additional fee
- FREE weekly 30 minute Infant Bear classes (ages 6mo-walking)



Makeup Policy—Your annual membership fee allows you to makeup classes throughout the year. In order to take advantage of this benefit you must:

- Call off your class at least one hour in advance
- Be currently enrolled in class
- Schedule your makeup as soon as possible (must be made up within three months)
- Can schedule a makeup in any of our open gyms if you choose



“No Class” Dates Makeup Policies

Holidays are taken into consideration when making our class schedule and calendar. Therefore make-ups are **not** provided for Memorial Day, Independence Day, Labor Day, Halloween evening, Thanksgiving, Holiday Vacation (Christmas/New Year), and Easter.

Family Discount—We offer a generous discount for multiple classes for one child and multiple students from one family. Our discounts are: first class in family (the highest tuition) is full price, second and third classes 20% off, and the fourth and fifth classes 30% off. **SPECIAL: We are offering 50% off any daytime, weekday class and we do offer a price for an unlimited amount of dance classes—inquire in the office for these special discounts.**



Q: Why do you need my email address?

A: It is imperative that we have your current email address and that you are opening/reading our emails. As our company becomes more automated and green conscience, emailing is becoming our preferred form of communication. Your email address will allow us to inform you of important billing information, facility closings, upcoming events, special activities, and pro-shop specials.

Q: Do you pro-rate if I join in the middle of the month?

A: Student registration is accepted at anytime and tuition will be pro-rated to the number of weeks remaining in the month.

Q: What should my child wear to class?

A: Please make sure your child is properly dressed for class. In gymnastics classes, we recommend girls wear a body leotard (without an attached skirt) and the required gymnastics shoes. Shorts are allowed, but no tights. We recommend boys wear a T-shirt tucked into stretch pants or elastic waist shorts, and the required gymnastics shoes. Students are required to wear gymnastic shoes. We sell them for your convenience here at the gym. They are for safety and hygienic reasons. Students should not wear clothes with any buckles, belts, or zippers. We focus on safety and cleanliness at Patti’s All-American. For numerous safety reasons we cannot allow high ear piercing, exposed belly button rings, eyebrow rings, or any jewelry. Hair should be pulled away from the face into a ponytail with an elastic band. We do not allow hair clips, barrettes, or other hair accessories nor hair glitter, gel, spray-on hair color, or excessively oily hair products. Again, this is for your child’s safety. These products tend to get on the mats when tumbling and could cause someone to slip and fall. Hair products also hinder the maintenance of our mats and keeping them clean. Each dance class has its own attire requirements.

Q: Can I stay and watch my child in class?

A: Of course you can, we love our parents to stay! You’re welcome to observe your child in our glassed-in lobby. The upstairs observation area, when not being used by our Gym-N-Learn classes, includes tables & chairs, crayons, and coloring books for siblings. Gym-N-Learn classes are held Monday-Friday 8:30AM-3:00PM. We request that parents do not yell down to the children during class. This is for safety and to avoid embarrassing both the parent and the child. If you have any concerns about your child’s class, please talk to your child’s teacher or a staff person.

Q. My child is looking for extra help. Do you offer private lessons?

A.Yes, a 30-minute private lesson is \$41.00. Please see the front desk to schedule. You may pick from numerous days and times with an instructor.

IMPORTANT REMINDERS

- **Smoking is not allowed** anywhere in or around the gym. The Dyer Fire Department mandates this policy.
- **Your children count on you to get them to their class on time.** Please try to keep your



commitment to your regular scheduled class day and time, because the learning process can be achieved easier through continuity.

- **Drive very slowly** when picking up & dropping off children underneath the canopy. Please, stop before the speed bumps and use extreme caution because a child could dart out of the building at any time.
- **Please try to minimize food or drinks in our facility. No gum is allowed in class.**
- **Only registered students are allowed in gym and dance area.**
- **Refer a Friend**—Receive \$50.00 off tuition—When you tell someone about us, and they enroll in any of our programs, you will receive a \$50.00 credit. You will receive a thank-you postcard to bring in to apply to the next month's tuition.
- **Follow your child's skill progression for levels Preschool 4/5 and up in Customer Portal**—Once logged in to your portal, click on the link next to your child's name where it says "VIEW [CHILD'S NAME]". From there, click on "Skills" with the star above it.
- **On your First Day**—On your first day, it's wise to come fifteen minutes early, both to purchase apparel and also to let your child look around this fun, colorful place. When you come in, talk to the Customer Service Representative at the front desk. Leave extra clothes, socks, shoes, and non-valuable items in the cubbies. Then, walk out into the lobby and wait either on the bleachers or at the on-deck area to the floor. At precisely the time class starts, an instructor will call for all the school-age children. At the same time, all the preschool children will be assembled at the entrance to the floor. There, their instructor will meet and greet them before taking them to their first rotation in the gym. We are not responsible for lost or stolen items.
- **Before Class**—Being late to class is very disturbing for your kids; therefore, we recommend that your child arrive 5-10 minutes before class even after the first day. Parents should accompany young children to the bathroom before class. Upon arrival, students should store their outer clothing in a cubby at the on-deck waiting area located inside the gym and wait for their class to be called. It's important not to be late to class as your child may miss the very important intro and warm-up for class. All parents must watch their children before class and their siblings during the lesson. Siblings are not allowed in the gym or on-deck area. Entertainment is shown on a TV for siblings to enjoy, along with tables upstairs on certain nights. Parents must observe from upstairs if siblings of students are upstairs. No adults or siblings are allowed on any equipment whatsoever.
- **This is a children's facility and we do not allow guns on the property.**
- **Inclement Weather**—We almost never cancel class, but if you're in doubt please call the gym (219) 865-2274 and our voice mail will give you instructions. Please call no earlier than one-hour prior to your class for the best information. You can also check our website, www.pattisallamerican.com for any class delays or closings and it will be posted on Facebook.
- **Parents' Responsibilities**—We cannot keep children in our care after class, it's just not safe for your children.
- **Parent and Tot Classes**—We highly discourage bringing siblings to class with you. If you must, we suggest a carrier to sit on the floor, not a sling-like carrier. It is much safer for both of your children. The success of the class for both of you is that you spend that quality time with your child.
- **Change of Address/Phone/Email**—If you move to a new location and/or change your phone number or email, please inform us in the office. In case of an emergency, you would want to be notified!
- **Child's Illness or Disability**—Please inform us if your child has any medical conditions (mental or physical), any disabilities, or if they are on any medications we should be aware of. Tell your child's instructor if he or she has recently had an ear infection. The infection could hamper their balance and the instructor needs that information.
- **If An Injury Occurs**—Make sure you leave an emergency contact name and phone number with our office. If your child is injured and you're not at home, we'll call that specified person. Please leave your cell number with us if you leave the gym. If you have any questions about scrapes/injuries that may have occurred during class, please call the office.



Staff

Patti's All-American is very fortunate to have such a large, 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 utilizes the same lesson plans and curriculum sheets, but every instructor has their own style of teaching. Our enthusiastic staff is well trained through Patti Komara's own teacher-training program and mentoring system. Many of the staff members are USAG Safety Certified, and everyone is American Red Cross First Aid, and CPR Certified. All of the

teachers are involved with year round in-service training as well as continuous DVD training. Our office staff is always here to help you. Our business hours are Monday- Friday from 9:00AM–8:00PM, Saturday 9:00AM–3:00PM, and Sunday 11:00AM– 3:00PM.

Discipline

We expect good manners and a good attitude from the children, not gymnastics expertise. If a child is disruptive or disrespectful to a teacher or other students they will be re-directed to another activity and asked if they want to participate and behave. They will always be given a second chance. We are committed to treating all children with respect, and in turn expect them to respect other students, our staff, and our facility. Please keep an eye on siblings watching classes. They are YOUR responsibility. We have cannot allow children to bite another child or teacher in a group situation. We cannot have children putting other kids in danger.

Facility Cleanliness

We pride ourselves in our gym, its bright colors, excellent equipment, and its cleanliness. We clean it twice a day as well as having a professional crew coming in once a week. Please watch your children so we can work together to keep the gym a safe, clean place for you. We would appreciate it if you would please leave the magazines here. As a courtesy to our staff, if your child vomits or has a potty accident, please help us clean it up.

Practicing at Home

Gymnastics takes practice and positive consistency, as does any educational or physical skill. Exercise with your children at home and ask them periodically what they're doing in class. Encourage safe home exercising, stretching, and strength-building exercises. You will see faster skill learning if they exercise at home. We do not recommend they tumble at home or go on home trampolines.

Birthdays

On your child's birthday, your child can tell their teacher in the gym it is their special day. Their teacher will then allow them to ring the bell in the gym (if they want) and announce to everyone that it is their birthday.

Field Trips


We offer field trips (mini parties) to groups such as sports teams, preschools, kindergarten groups, and Boys and Girl Scouts. We can even structure the field trip to focus on your Scout earning a badge.

Facebook

Become a fan of Patti's All-American to receive up-to-date information, get special offers and discounts, and participate in exclusive contests. Patti's All-American has the right to remove posts from followers deemed inappropriate.

Communication

A. We hope that when you watch your child's class, you look for overall improvement and be sure to compliment your child often. Our goal is to make them feel good about themselves, learn some gymnastics or dance, and have fun! Our instructors are trained to know when to introduce new material to students. Children learn through repetition. When a child is prepared both physically and mentally, she/he will progress safely and happily. We thank you for your faith in our decisions.

 **B.** Communication between parent and teacher is encouraged. We have purposely scheduled time before or after most classes to allow you the chance to ask your child's teacher questions. Get to know your child's teacher and ask for their help. **Suggestions from parents are directly responsible for changes at All-American.** We not only encourage you, but we implore you to email us anytime at customerservice@pattisallamerican.com. You are the most important part of this business. Our customer service slogan is "Give the customer what they expect and more." We can only do that if you let us know what is on your mind.

Tuition Back Guarantee—Refunds—Changing Classes—For first time families we want to give you a chance to "sample" our classes, so we're happy to give all your money back if it isn't what you expected before the end of the first 30 days. Let's try to change times, classes, or teachers first if possible. But if that doesn't work, we want you to come back and try it again at a later date.