

IMPORTANT PARENT AGREEMENT– PLEASE READ



(219) 865-2274
www.pattisallamerican.com

Welcome to Patti's All-American—according to “The Times Reader Poll” #1 Best of the Region in Gymnastics and #1 Best of the Region in Dance. 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 children movement in a fun positive environment. Our lesson plans and curriculum are guided by this philosophy. You will notice the positive, professional atmosphere the minute you walk in. 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 children. Part of our teaching strategy is to make learning and fitness FUN! Through unique teaching techniques we can make your kids want to come back week after week.

All-American has six schools: Tumblebear Gym, School-Age Star Achievement Gymnastics & Tumbling, All-American Ninjas, The Dance Connection, Gym-N-Learn Educational Preschool, and The Swim Connection. During the summer months, hundreds of children take swimming lessons in our American Red Cross Learn-to-Swim Program. Our beautiful in-ground, heated pool is located out-doors—right behind our gym.

If you have any questions, please go to the customer service desk or any of our Department Leaders: Gymnastics-Emily/Rhonda, Office-Tracy, Dance-Robin, Ninja-Addyson/Lainy, Gym-N-Learn-Yesenia, or our Vice Presidents Diane & Rhonda. 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 or tell our front office staff.

Thank you for your confidence in my programs and in me. If you are not satisfied with any of our services, we offer a 30-day, 100% Happiness Guarantee or your money back.

Enthusiastically,
Patti Komara, President



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—We will run Auto Pay on the 25th of the month. All families should put a credit card on file. On the 25th of each month we will charge the credit card on file for the following month. If tuition is not paid before the first of the month, your child will be tagged inactive, will be unenrolled, and children on the waiting list will be called. Your child is continuously enrolled in class and will incur monthly tuition charges on your account until you inform the business office. That notice must be made before the 25th of any month to avoid payment for the next month. Missed classes will not be refunded or credited. There is a \$15 late fee if tuition payments are made after the 25th of the month and returned checks carry a fee of \$35.00.



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, 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, sign up for classes, or contact our customer service staff. Your customer portal can be accessed from any electronic device that has internet access. To access your personal account look for the BLUE Login tab, located in the upper right hand corner found on any page from our website.

Membership Fee—There is an annual \$39.00 family membership fee paid for on the anniversary of your membership.

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
- FREE weekly 30 minute Crawling Bear classes (ages 6mo-walking)

Makeup Policy—In order to take advantage of this benefit you must:

- Call off your class at least one hour in advance –(we recommend 6 or more hours)
- Be currently enrolled in class
- Schedule your makeup as soon as possible (must be made up within three months)
- Can schedule a makeup no more than 2 weeks out.

Your class spot is GUARANTEED— a make-up class is not. Please try to not miss your class.



“No Class” Dates Makeup Policies

Holidays are taken into consideration when making our class schedule and calendar. Therefore make-ups are not automatically 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: 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: Tumblebear Parent & Tot: Girls - Optional leotard and gymnastics shoes. Grip socks or gymnastics shoes are required and can be purchased at Patti's All-American. **Boys** - T-shirt tucked into elastic waistband shorts or warm-up pants (no buttons or zippers). Gymnastics shoes are optional at this level. Grip socks are required and can be purchased at Patti's All-American. **Parents:** socks, no bare feet.

Gymnastics/Tumbling (3 All Me and up): Girls- Leotard and gymnastics shoes, no skirt or tights. Leotards are available in our Pro Shop. **Boys-** T-shirt tucked into elastic waistband shorts with gymnastics shoes *Gymnastics shoes are purchased at Patti's All-American.

All-American Ninjas: Required t-shirt, headband, gymnastics shoes, black shorts or loose-fitting pants. All apparel, except the shorts or loose-fitting pants must be purchased at Patti's All-American.

Gym-N-Learn: Required uniform: Red polo shirts embroidered with our Gym-N-Learn logo with any stretch black shorts or pants, and white gymnastics shoes.

Dance: Each type of class has a different apparel requirement, please check out our website to see what your child will need. Look under “Read more”

Incorrect Footwear: Your child will be given an apparel notice if they do not have their gymnastics shoes for class. If they come to class two times in a row without gymnastics shoes, week three we will size your child for new shoes and charge your Patti's All-American account. Gymnastics shoes are NOT an option—they are a safety requirement.

“Scan here for dance apparel”



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 or open air viewing upstairs. We request 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 member.

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

A. Yes, a 30-minute private lesson is \$49.00. Please see the front desk to schedule. You may pick from numerous days and times with an instructor. An adult must be inside the gym during the private lesson.



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 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 no food in our facility. Children are to only have WATER in the gym. 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 tuition postcard to bring in to apply to future tuition.
- **Follow your child's skill progression for levels Preschool 4/5 and up in your 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 please arrive fifteen minutes early, both to purchase apparel and also to let your child look around this fun, colorful place. Leave extra clothes, socks, shoes, and non-valuable items in the cubbies. We are not responsible for lost or stolen items. At precisely the class start time, an instructor will call out your child's class.
- **Before Class**—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. 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. 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**—If we cancel your class due to weather—you will receive a text/email. Please check out social media outlets—Facebook/Instagram as well as our website, pattisallamerican.com for class delays/ closings.
- **Parent's Responsibilities**—We can't keep children in our care after class. Please be on time for pick up.
- **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.
- **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 or update on your portal. 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. If your child is sick, please do not come to class. Please keep them home until they are fever free and/or no vomiting for at least 24 hours.
- **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.
- **Need to take a break and don't want to lose your spot**—Patti's allows you to "hold your spot" in class for only \$50.00! Max hold time— 1 month. (exception—you may hold 2 months during the summer JUNE, JULY or AUG) By holding your spot you understand you will be charged full tuition following your hold month(s). See the front office if you are interested in taking part in this program.



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 USA Gymnastics Safety Certified, and everyone is background checked, American Red Cross First Aid, and CPR Certified. Every staff member is certified in Safe Sport. All of the teachers are involved with year round in-service training as well as continuous video and hands-on training. Our office staff is always here to help you. Our business hours are Monday-Friday from 8:30AM–8:00PM, Saturday 9:00AM–3:30PM, and Sunday 9:00AM– 3:30PM.

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.

Facility Cleanliness

We pride ourselves in our gym, its bright colors, excellent equipment, and its cleanliness. We clean it twice a day. Please watch your children so we can work together to keep the gym a safe, clean place for you. 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. Your child can stop by the front desk to get their "Birthday Pin"

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. Please tell your group leader we offer this.

Facebook/Instagram

Become a follower 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. Each department also has it's own Private Facebook Group as well.

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 skills in gymnastics, dance, & ninja-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.

We are a Performance Facility

Gymnastics/Tumbling students have an ANNUAL Tumbling Showcase "Shamrock & Roll" in March. This is your child's recital and all enrolled students are automatically enrolled in this fun, memorable event.

Dance students have TWO annual recitals. Holiday Recital in December and our Spring Recital in June. All enrolled dancers are automatically enrolled and sized for costumes for these shows.

