



# Ottawa Gymnastics Centre

## Registration Policies

### Payment

Recreational Programs: Payment is due in full at the time of registration. The Ottawa Gymnastics Centre (OGC) will not hold spots for participants who have not paid in full. Participants must meet the age requirement of the class by the program start date.

- We encourage everyone to register online using a credit card at <https://www.ottawagymnasticscentre.ca/pages/schedule/>.
- The OGC does not keep credit card information on file for recreational programs.
- If you are unable to pay using a credit card we accept cash, debit, and cheque at the front desk.

Competitive Programs: Cash, credit card, cheque, and e-transfer options are available. Payments are not available online at this time for competitive programs, please see competitive program package for more details.

### Insurance

Recreational Programs: An annual, non-refundable, insurance fee will be applied to each participant's first registration of the season. The fee is valid from July 1<sup>st</sup> to June 30<sup>th</sup>.

Competitive Programs: Insurance fees will vary depending on the competitive level of the athlete - please refer to the competitive program package for details. All competitive members will be charged a \$15/month membership fee which entitles members to voting at the AGM and sitting on OGC's board of directors.. The fee is valid from July 1<sup>st</sup> to June 30<sup>th</sup> and is non-refundable.

### Refunds/Withdrawals

Refunds and credits will not be given for exceptional circumstances such as power outages, weather, or any other extraordinary facility closure/opening restrictions outside of the OGC's control, **this includes any closures and restrictions related to COVID-19.**

In order to have a refund processed, you must contact the front office within 1 year of being notified of your refund eligibility. If you contact the office more than 1 year following the notification of your refund eligibility, the amount will remain as a credit on your account.

Recreational Programs: Refunds can be issued for withdrawals within 48 hours before or after your first class, minus the cost of the first class. No refunds will be issued after the 48 hour period following the first class. After this period, you are eligible to receive a credit to your account if you choose to withdraw. Credits have no cash value and can only be applied to future OGC programs. The insurance fee is non-refundable. For Camps (Summer, Winter, March Break, PD day, Adult etc.), withdrawals made a minimum of 48 hours prior to the start of the camp week are eligible for a refund.

Competitive Programs: Withdrawing from the competitive program may be permitted with 60 days written notice to the OGC's Interim Director, Mike Vieira ([mvieira@ottawagymnasticscentre.ca](mailto:mvieira@ottawagymnasticscentre.ca)), and the competitive program coordinator, Amanda Pepin ([WAG@ottawagymnasticscentre.ca](mailto:WAG@ottawagymnasticscentre.ca)). The gymnast is permitted to continue training until the end of the 60 day period. The insurance/facility improvement fee is non-refundable. Additional withdrawal conditions for competitive athletes can be found in the competitive program package.

Private Lessons: Notice of cancellation of a private lesson must be given to the front office ([info@ottawagymnasticscentre.ca](mailto:info@ottawagymnasticscentre.ca)) and the coach at least 24 hours before the start time of the private lesson. Cancellations after that time will be responsible for covering the cost of the lesson.

Birthday Parties: Notice of cancellation of a birthday party must be given to the front office ([info@ottawagymnasticscentre.ca](mailto:info@ottawagymnasticscentre.ca)) at least 5 days prior to the party, resulting in a refund for the full registration cost. Cancellations made less than 5 days in advance, will be eligible for a credit. Credits have no cash value and can only be applied to future OGC programs.

## **Discounts**

Recreational Program - 10% Discount For Future Classes: If an individual or family enrolls in 3 classes or more in the same session they may request a credit be applied to their account for future programs at the OGC. The credit will be equal to 10% of the average of the programs registered in the session. Classes must be in the same program area to receive the discount. Program areas are Recreation, March Break, and Summer Camps (excluding PD or other holiday camps). To receive the discount, members must email [admin@ottawagymnasticscentre.ca](mailto:admin@ottawagymnasticscentre.ca) upon the completion of a session. OGC will verify the member's program registrations and apply a credit to their account which can be used for future registrations. Sessions are Winter, Spring, Summer, and Fall. A member may request a discount before the end of a session under two conditions:

- a) The registration for the next session is open and;
- b) The OGC will not issue credit to the account of the requesting member for any subsequent withdrawal from programs in the current session.

Competitive Program - 10% Discount: The OGC offers a 10% discount to families with three or more children registered in annual programs. All three children must be in a competitive program for this discount to apply (i.e.: the discount does not apply if two children are in a competitive program and one child is in a recreational program). The 10% family discount only applies to the “training fee” portion of your annual fees, not to any non-refundable amounts.

### **Trial Classes - Recreational Programs ONLY**

Trial classes are available throughout the session, subject to availability. You must contact the office at least 24 hours prior to the class to confirm availability and register for a trial class. The cost is \$10.00 for a class 1 hour or less in length OR \$15.00 for a class lasting 1.5 hours or more. A participant is limited to 1 trial class per session. Trial classes are not scheduled during the 1<sup>st</sup> week of a session nor within the last 2 weeks of a session.

### **Pro-Rating - Recreational Programs ONLY**

For late registrations, the cost of a class is automatically prorated at the time of registration.