



MONTHLY ENROLLMENT POLICIES

At Troy Gym, our classes follow an auto-enroll and auto-payment plan.

HOW IT WORKS:

- When you enroll your child at Troy Gym, your child is automatically enrolled for each upcoming month until you notify us otherwise, or your child is moved into another class.
- Troy Gym automatically processes all tuition on the 1st of each month. We require that a credit card be on file. We accept Visa or MasterCard, credit or debit.
- If you prefer to pay with cash, check, or need to split your payments, you may do so by paying prior to the 1st of the month. Any balance due on the account on the first will be charged to the card on file.
- **Failure to pay on time will result in your child being dropped from class.**

HOW DO I ENROLL:

- New customers go to our website, www.troygym.com to create an online account and accept the waiver prior to enrollment. Please follow the “Register” button.
- If your family has previously been to Troy Gym, you may already have an online account. Contact our office for your log in information.

HOLIDAYS & MAKE-UP CLASSES FOR NON-TEAM STUDENTS:

- All students are allowed up to 2 make-ups per month.
- Make-ups for a missed class may be done in an age appropriate class of the same type. Make-ups may also be done in any age appropriate open gym.
- You must schedule all make-up classes through the office in advance. We have strict class ratios and can only allow a make-up in classes that have space.
- If you are unable to attend a scheduled makeup, you must call to cancel as we do not allow make-ups for make-up classes.
- Troy Gym is closed on major holidays. If your class lands on one of these holidays you will receive an additional make-up for that month.
- Make-ups must be completed within the month before, during, or after the missed class.

HOW DO I STOP ATTENDING:

- To stop attending classes, you must send an email with your child’s name, class day and time to drop@troygym.com.
- Requests to drop classes **MUST** be submitted through email at least **7 days** before the first of the month. Your credit card will not be charged for the next month’s enrollment.
- Failure to email us 7 days prior to the first of the month will result in your child’s continued enrollment in our program and the payment will be charged to your account.