



2016 - 2017 CUSTOMER HANDBOOK

IMPORTANT ALTIUS INFO

Address	9670 S. Franklin Drive, Franklin, WI 53132	Email	altius@altiusgym.com
Phone	414 - 421 - 1200	Website	www.altiusgymnastics.com
Office Hours	School year: Monday - Wednesday, 9am - 9pm; Thursday, noon - 9pm; Saturday, 9am - Noon Summer: Monday - Thursday, 9am - 9pm		

School Year Session Tuesday, September 6, 2016 - Saturday, June 10, 2017

Summer Session Begins Monday, June 12, 2017. Watch for registration details in February 2017. Register separately for summer.

Closed Dates
 October 13 - 15; Altius Harvest Classic Gymnastics Meet
 November 23 - 27; Thanksgiving
 December 22 - January 3; Winter Break
 January 27 - 29; Altius PINK Meet
 March 11; Xcel Red Carpet Classic
 April 14 - 21; Spring Break
 May 26 - 29; Memorial Day Weekend

Tuition Payment Tuition is due on the first of the month (for the upcoming month). It may be paid in person during office hours, postmarked on or before the due date, or paid online on or before the due date. See **Billing & Payments** for additional details.

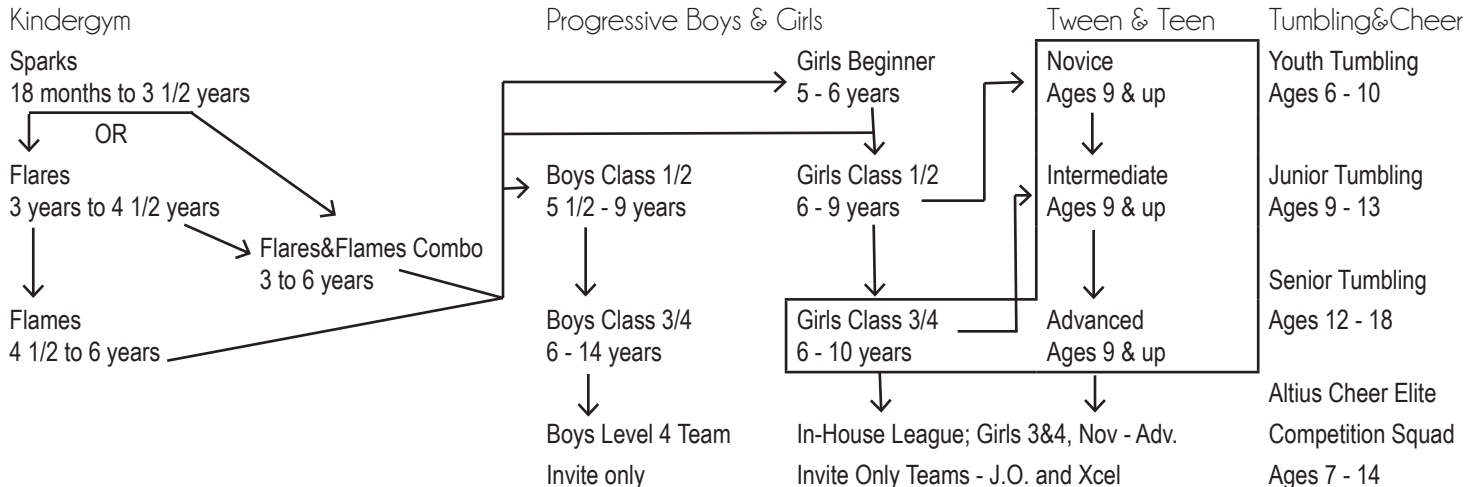
TO SET UP YOUR AUTOMATIC PAYMENT OPTION:

1. Update your credit card information through the portal - under the "My Account" tab.
2. Select "Withdrawn on the 15th" from the "Automatic tuition withdrawal option."
3. Your credit card will be charge on the 15th of each month until you withdraw, the session ends, or you change your portal setting

Withdrawal Altius requires a written notice on or before the 20th of the month to withdraw for the coming month. See **Program Withdrawal** for additional information.

First Time Portal Login Go to altiusgymnastics.com. Click on "Customer Login" in the upper right corner of the screen. Click on "Forgot your password or need to get started?" Enter the e-mail address Altius has on file for your account; a temporary password will be sent to you. Login with the temporary password; you can then set a permanent password through the portal.

PROGRAM & CLASS FLOW CHART



- Progression through the levels is based on both age and skill mastery.
- Age range overlaps are meant to allow for different speeds in emotional, social, and physical development.
- Please respect age groups when placing your child in a class to help us maintain the integrity of instruction for all students.
- If you have a question about your child's progress, please leave a message for his/her coach at the front desk.

BILLING & PAYMENTS

Membership Fee	An annual membership fee of \$30 per child or \$45 per family is due upon registration and is non-refundable. The membership fee is prorated in January, March, and summer. The membership year runs from September 1st - August 31st. Altius carries excess medical and liability insurance for all members. Your own carrier is your primary insurance.
Discounts	A sibling discount of 10% applies to second and subsequent children. A discount of 20% applies to a second class taken by the same child (unless otherwise noted in the class description). Weekday classes starting between 9am - 4:15pm receive a 15% discount.
Billing Cycles	Class tuition is monthly, based on four classes per billing cycle. Please note that you are paying for a time slot in a class whether your child attends or not. Pro-rating due to missed classes is not allowed. The four classes may not necessarily occur in the same month. Occasionally, due to holidays or special events, there are 3 or 5 weeks in a billing cycle. Tuition is then prorated accordingly. Please refer to the Billing Cycle calendar for all billing dates.
Due Date	Tuition is due by the first day of the month for the upcoming month. Payments postmarked, received during office hours, or paid online on or before the 1st of the month are on time.
Late Fees	Payments postmarked or received after the due date are subject to a \$10 late fee.
Payment Type	Altius accepts cash, check, Visa, Mastercard, or Discover.
Statement Delivery	All statements will be sent to the e-mail account you provided us at registration on the 10th of the month. Please check to make sure your account receives mail from altius@altiusgym.com . You can request to receive paper statements instead by setting your statement delivery preference to "snail mail" through the customer portal.
Auto-Charge	For your convenience, Altius offers an Automatic Charge option. Your tuition will be automatically charged to the card number provided on the 15th of each month. Save postage, time, and late fees. Sign up at any time of the year by setting your Automatic tuition withdrawal option to the "15th of the month" or filling out a form at the front desk. Customers are responsible for updating account information (e-mail or credit card number and expiration date).

PROGRAM WITHDRAWAL

A class spot is held for your child while they are officially enrolled. Altius assumes that once you have enrolled, your child will attend through the school year until June 10, 2017. **If you would like to withdraw from the program before the last class, you may do so by following the procedure listed below:**

- 1. Notification of withdrawal is required by the 20th of the month to withdraw for the upcoming month.**
- 2. A parent must notify the office in person, via phone, or the customer portal regarding their intent to withdraw.**
- 3. The final class date is the last date in the current month's billing cycle, not necessarily the last calendar date.**
- 4. Withdrawal from the program is not retroactive at any time, for any reason.**
- 5. Drops received from the 21st - 31st will be honored, minus a 25% class tuition charge.**
- 6. Drops received from the 1st - 20th will apply to the following month.**

Students who have paid the annual membership fee may re-join the program at any time throughout the year (September - August) as long as there is a spot available in the class. All students are automatically withdrawn from their class as of June 10, 2017. Summer is a separate "session" and is registered for separately in the spring.

PHOTOGRAPHY AND VIDEOS

Altius Gymnastics periodically takes photographs and videos of individual participants and groups of participants during classes, special events, and birthday parties for use in publicity and advertising. Unless you opt out as specified below, you hereby authorize Altius Gymnastics to retain the right to use any photographs, videotapes, motion picture recordings or any other record of the participant(s) at Altius for publicity, advertising or any legitimate purpose. If you do not want your child's image and/or voice used by Altius, please contact our office via phone: 414-421-1200 or email: Altius@altiusgym.com.

This constitutes Altius's notice to you and your agreement with Altius' policy regarding photographs and videos. In the event that you fail to notify Altius, within 10 days of your having opened the link to this Policy notice, that we do not have your authorization, you will be deemed to have consented to and agreed with said Policy.

MEDICAL CONSENT TO TREAT POLICY

It is the policy of Altius Gymnastics to provide the participant(s), through medical personnel of its choice, customary medical assistance, transportation, and emergency medical services should the participant(s) require such assistance, transportation, or services as result of injury or damage related to participation in the activity. If the participant(s) is a minor, and a parent or guardian is not present, efforts will be made to contact a parent or guardian, via the phone numbers provided, that are reasonable under the circumstances, but treatment will not be withheld if a parent or guardian cannot be reached.

This constitutes Altius's notice to you and your agreement with Altius' policy regarding Medical Consent to Treat. In the event that you fail to notify Altius, within 10 days of your having opened the link to this Policy notice that we do not have your authorization, you will be deemed to have consented to and agreed with said Policy.

2016 - 2017 SCHOOL YEAR BILLING CYCLES

September 2016

Closed for Labor Day; 9/5

M	T	W	R	F	Sa
5	6	7	8	9	10
12	13	14	15	16	17
19	20	21	22	23	24
26	27	28	29	30	10/1
10/3					

October

Closed for home gymnastics meet;
10/14-10/16

M	T	W	R	F	Sa
	4	5	6	7	8
10	11	12	13	14	15
17	18	19	20	21	22
24	25	26	27	28	29
31					

November

Closed for Thanksgiving;
11/23 - 11/27

M	T	W	R	F	Sa
	1	2	3	4	5
7	8	9	10	11	12
14	15	16	17	18	19
21	22	23	24	25	26
28					

December

Closed for winter break; 12/22 - 1/3

M	T	W	R	F	Sa
	11/29	11/30	1	2	3
5	6	7	8	9	10
12	13	14	15	16	17
19	20	21	22	23	24
26	27	28	29	30	31

January 2017

Closed for home gymnastics meet; 1/27-29

M	T	W	R	F	Sa
2	3	4	5	6	7
9	10	11	12	13	14
16	17	18	19	20	21
23	24	25	26	27	28
30	31				

February

Summer enrollment begins 2/13!

M	T	W	R	F	Sa
		1	2	3	4
6	7	8	9	10	11
13	14	15	16	17	18
20	21	22	23	24	25
27	28				

March

Closed for home gymnastics meet; 3/11

M	T	W	R	F	Sa
		1	2	3	4
6	7	8	9	10	11
13	14	15	16	17	18
20	21	22	23	24	25
27	28	29	30	31	4/1

April & May

Happy Spring!
Closed for Easter Break 4/14 - 4/21

M	T	W	R	F	Sa
3	4	5	6	7	8
10	11	12	13	14	15
17	18	19	20	21	22
24	25	26	27	28	29
5/1	5/2	5/3	5/4	5/5	5/6

May & June

17-18 School Year enrollment begins 5/15!
Closed for Memorial Day 5/26 - 5/29

M	T	W	R	F	Sa
8	9	10	11	12	13
15	16	17	18	19	20
22	23	24	25	26	27
29	30	31	1	2	3
5	6	7	8	9	10

ALTIUS EXPO WEEK; JUNE 5 - JUNE 10, 2017

The school year session ends with our Annual Altius Expo Week. All students enrolled in weekly classes through June learn routines to demonstrate for family and friends. Children receive a commemorative participation trophy to top off the event. Performances take place on the same day and at approximately the same time as your child's regular class. A complete schedule and additional details are sent home in late April.

2017 SUMMER SESSION - ENROLLMENT BEGINS FEBRUARY 16TH

June

M	T	W	R	F	Sa
12	13	14	15	16	17
19	20	21	22	23	24
26	27	28	29	30	7/1

July

M	T	W	R	F	Sa
3	4	5	6	7	8
10	11	12	13	14	15
17	18	19	20	21	22
24	25	26	27	28	29

August

M	T	W	R	F	Sa
7/31	1	2	3	4	5
7	8	9	10	11	12
14	15	16	17	18	19
21	22	23	24	25	26