



GymnasticsBeat Frequently Asked Questions:

1. How do I contact GymnasticsBeat and start classes?

You can contact GymnasticsBeat by phone (559) 271 - 9400; or email us at info@gymnasticbeat.com.

If you are ready to register for a class, we offer easy and convenient online enrollment for many of our classes and special events. To enroll online, just login to our customer portal via our website at www.gymnasticsbeat.com or through our mobile app (please see below for downloading the app):

- Search ICP App (iClass Pro App) in your app store.
- Download the app.
- When you open the app, it will prompt you to select an organization. In the box please type: GymnasticsBeat (all one word and don't forget the "s" in gymnastics).
- If you have already created an online account before at www.gymnasticsbeat.com , go ahead and enter your email and password on the lines.
- If you have never been on the online account on our website, please create an account using the same email used when you registered (feel free to ask front desk if you are not sure).
- You are all set and ready to use your app! We hope you enjoy the convenience!

2. How do I pay my child's tuition?

Automatic withdrawal is set for the 25th of each month. A courtesy reminder statement is sent via email on the 20th of each month. Tuition is considered late if received after the 28th of each month and will be charged a late fee of \$20.00. Credit/debit card payments can be processed at the front desk, by phone, or through our Online Parent Portal.

3. What is the registration fee?

The registration fee (also known as the membership fee) is \$35.00 and is charged to any family enrolled at GymnasticsBeat (good for the whole family). The membership is a one-time fee and is valid as long as the student is actively enrolled. Should a student drop from GymnasticsBeat, there is a re-enrollment fee of \$25.00.

4. If my child misses a class, how are "make-ups" scheduled?

If your child misses a class, you will be emailed a "make-up" token by our office personnel. You may use this token and schedule your make-up class online (at www.gymnasticsbeat.com); or contact our front desk by phone (559-271-9400); or arrange this in person. Make up classes must be of the same level and program as your child's regularly scheduled class. "Make-up" tokens must also be used within 30 days of receiving them.

5. What should my child wear to classes?

We ask that our students follow the below when attending classes:

- **Recreational Girl's Gymnastics:** Hair tied up; t-shirt and shorts/leggings; or leotard; bare feet.
- **NinjaZone:** Ninja t-shirt; ninja headband; and black pants or shorts.

6. How do I cancel my child's class or enrollment?

A cancellation notice must be given to the front desk by the 20th of the month (this is to avoid the auto-payment process). A confirmation email can be sent, upon your request, once your cancellation has been received.