



FLYING HIGH POLICIES

- FLYING HIGH offers year round programming.
 - Flying High is closed on many major holidays. Please refer to our Class Calendar and/or our session board (located at the front desk) for days we will be closed.
 - Tuition is paid monthly.
1. **Annual Student Administration fee:** \$35.00 is due upon initial enrollment of classes and/or camps and on the anniversary of each students start date (annually; non-refundable).
 2. **Automatic Monthly Payments:** All members are required to have a credit or debit card (Visa or MasterCard) on file to be enrolled in class or camp. All tuition is due before the 20th of each month (for the next month). This can be paid by cash, check, visa or mastercard. If tuition is not paid by the 20th and you have not informed us of dropping a class, all unpaid balances will be processed to your card on file. Any declined payment will be charged a \$10 decline fee and must be remedied by the 25th day of the month or you risk losing your spot to a waitlisted student. There is a \$20 fee for any returned check. *If the 20th of the month falls on a Saturday, Sunday or Holiday payments will be processed the very next business day*
WE DO NOT INVOICE: Monthly tuition reminders will NOT be sent. We will notify you by email if your tuition was unable to process. Please use your customer portal to view account balances.
 3. **Customer Portal:** All members can access their account online anytime at www.flyinghighgym.com. You can update information, view balances & transactions, make payments and so much more!
 4. **Joining, Dropping or Changing Classes:**
Joining - You may enroll at any time! Your tuition will be prorated based on your enroll date.
Dropping - You will need to inform FH in writing at least 24 hours in advance of the 20th. If you do not make this deadline you will still be charged and enrolled for the upcoming month. No refunds or credits will be given for missed classes. If a month has not started and you need to discontinue, a refund can be issued via check with a \$10 re-processing fee. Once a month has started, only a credit will be issued to your FH account.
Changing class/program - You may change at any time as long as there is room in your desired class. Tuition increase may apply.
 5. **Make Ups:** Makeups are allowed once per month. Please report any absence to the front desk and makeups must be scheduled in advance. Families have the month the absence took place, plus the month following to make-up their missed class. For holidays, scheduled & non-scheduled closings an additional makeup can be scheduled. No refunds or credits will be given for missed classes.
 6. **Emergency Closings:** Due to the importance of sending closing information to our families as soon as possible, FH will send text messages to families in the event that we close due to weather or another extenuating circumstance. All families that enroll at Flying High will automatically be opted-in to text messaging. Families will never receive a text message outside of a closing message. Families who would like to opt-out can do so through the FH client portal.
 7. **Camp:** By enrolling in our Camp Program you are giving your child(ren) permission to participate in all visits, trips and excursions and to board any transportation vehicle Flying High has provided, as well as participate in all arts & crafts, science experiments, and specialty classes Flying High offers during camp unless Flying High receives a written statement stating otherwise.
 - For inclement weather, emergency closings & other important FH information; a notification will be sent via email and posted on our FaceBook page and website.
 - For families brand new to FH, if anytime during your first session of classes you are not entirely happy, FH will refund 100% of your tuition. Administration fees are non-refundable.
 - Our schedule is subject to change at any time.
 - You agree to reimburse Flying High the fees if any collection agency is used, which may be based on a flat fee of \$13.75 and/or on a percentage at a maximum of up to 50% of the debt, and all costs, and expenses, including reasonably attorneys' fees, we incur in such collection efforts.