

# EncoreGym Policies

## Payment

- Billing is automatic. Your card on file will be charged each month on the **26th of the month prior**.
- Payments by any other method must be received before the **24th of the month prior**.
- If you pay your balance in full by cash or check before the billing date your card will not be charged.
- All class months will have 4 weeks, unless otherwise specified by our **Tuition Calendar**.

## Absences

- For each eligible absence a make-up class will be placed on your child's record. Eligible absences are absences that are called in before 9am on the day of your class.
- Make-up classes are available based on absences that have been called in by other students' families.
- To report your absence call the main line at (925) 932-1033 and press 1 for the absence line.
- You can also submit your absence via webform, found on the front page of our website.
- If a make-up class is not available, you can opt to receive an **Absence Ticket** once per month in lieu of the make-up.

## Tuition

- You may start new classes at any time, and tuition will be prorated for that month.

## Dropping

- If you are not going to continue with classes you must submit a **Drop Notice form by the 24th** of the month prior in order to take you out of your class and off of our AUTOPAY system before the next month's tuition is debited. Drop Notices may be obtained at the front desk as well as online. **Any outstanding balance must be paid in full at time of submission of drop notice.**

## Online Account

- Login online with the email account you have on file with us and you can update your credit card, check out your students progress, track your make-ups, plus so much more! **EncoreGym.com**
- You can also download our **Encore Gym APP** on your smartphone to manage your account.

## Yearly Fee

- \$30 per member or \$50 per family
- Valid for approximately one year
- Sessions are 4 weeks
- All prices are per student
- 3rd sibling discount available
- Membership must be current in order to attend classes or to take private lessons
- Private lessons start at \$50 per hour
- Contact the office to schedule your private lesson

Class Length	1x Week	2x Week	3x Week
		20% off	30% off
Sessions are 4 weeks			
1h 50m	\$125	\$200	\$262.50
1h 20m	\$105	\$168	\$220.50
50 min	\$75	\$120	\$157.50
45min	\$70	\$112	\$147
30 min	\$49	\$78.40	