

Flip Smart, Flip Safe, Flip With... Tumbles Gymnastics



FREQUENTLY ASKED QUESTIONS

WHAT SHOULD MY CHILD WEAR?

Closed-toe shoes, comfortable shorts or pants and a t-shirt work best. If your daughter is wearing a dress, or skirt, that day, we recommend she wear a pair of shorts under the dress. Belts with buckles are discouraged.

WHAT IS THE STUDENT-TO-TEACHER RATIO?

Our maximum ratio is ten (10) students per instructor. Ratios vary, based on enrollment and the age of the students. During the COVID crisis, class ratios will be adjusted to maintain social distance guidelines.

HOW OFTEN DO TUMBLES' LESSON PLANS CHANGE?

We change our lesson plans every two weeks. More often, and the students do not develop a familiarity with the set-up and less often, we increase the chances of boredom. Each week we work on many of the same core skills – handstands, support on bars, balancing activities – so changing the equipment gives our students a fresh outlook on the class and the skills we teach.

AM I ALLOWED TO OBSERVE?

During the COVID crisis, parents will not be allowed to observe. During normal circumstances, depending on the school's policies, parents may observe their child's class. Please be aware that your presence will possibly alter the students' behavior and refrain from teaching. Should a family member's presence adversely affect the behavior of the class members, Tumbles' staff reserve the right to ask the family member to leave.

HOW DOES TUMBLES COMMUNICATE WITH ME?

Tumbles' primary methods of communication are via email and telephone contact. For this reason, it is critical that we have accurate, current email addresses and telephone numbers for your family. Tumbles also leaves materials for you at your child's school. These materials will be placed where you regularly receive notices from your child's school. Please make sure that emails from tumbles@tumbles2flip.com are allowed by your email program and are not placed in your junk email folder.

DOES TUMBLES SEND TUITION STATEMENTS?

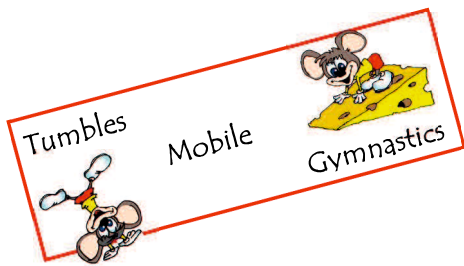
Tumbles sends monthly Tuition Statements and notices to the email addresses we have on file for each family. Statements are prepared and emailed the first week of each month. If you do not receive an emailed Statement or Notice from us within the first month, call our offices at (727) 849-3100. Please make sure that emails from tumbles@tumbles2flip.com are allowed by your email program and are not placed in your junk email folder.

WHAT PAYMENT METHODS ARE AVAILABLE?

Currently, we accept all major credit cards and debit cards.

CLASSES ARE STRUCTURED IN 4-WEEK TERMS

Tumbles structures classes in 4-Week **TERMS**. Tuition charges are not for a calendar month. Each tuition charges covers a 4-Week **TERM**. Tuition payments are scheduled for the 15th of each month to provide consistency. A 4-Week **TERM** may contain classes within a calendar month, or may contain classes in consecutive calendar months.



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IS TUMBLES GYMNASTICS A YEAR ROUND PROGRAM?

Yes, Tumbles Gymnastics is a year-round program. Unless we are contacted by you, we will continue to keep your child enrolled in our program, even through the summer months. Notices will be sent to remind you about our summer program but it your responsibility to let us know if your child will be withdrawing. Occasionally, a school we teach at will either close for the summer or does not offer Enrichment Programs during their summer program. In that case we will not offer classes at that school for the summer.

DO I RECEIVE CREDIT FOR CLASSES CANCELLED BY TUMBLES?

If Tumbles has to cancel a class due to mechanical issues or severe weather, we notify each family via the email address on file. We will arrange a make-up class with the school and notify all affected families via email regarding the re-scheduled class time. In the rare event, where a make-up class cannot be scheduled with the school, a credit will be issued for the missed class.

DO I RECEIVE CREDIT FOR CLASSES MY CHILD MISSES?

If your child is absent from a regularly scheduled class, we do not offer make-up classes, credits or refunds. Your tuition guarantees your child a space in our class and our schedule and number of instructors is based on enrollment, not attendance. If your child will be absent for an extended period of time, contact Tumbles by email at tumbles@tumbles2flip.com ahead of time and your account will be placed on hold.

DOES TUMBLES EVER TAKE A BREAK?

Typically, Tumbles will take a break during the week of Thanksgiving, the two week Christmas and Holiday Break in December and the week of the 4th of July.

WHAT IS THE BEST WAY TO CONTACT TUMBLES, IF I HAVE AN ISSUE?

Our office telephone number is (727) 849-3100. Call us and leave a message that includes your Client ID number. Please remember that we are a mobile program and we are not in our offices during the day. WE DO CHECK MESSAGES DAILY and will return your call within 2 business days.

You can also send us an email at tumbles@tumbles2flip.com.

WHAT IF MY CONTACT INFORMATION CHANGES?

If there is a change in your contact information, please notify the Tumbles' office immediately. Send an email to tumbles@tumbles2flip.com with your information changes, or call our office at (727) 849-3100.