



York Stars Rhythmic Gymnastic Club

admin@yorkstars.com
(647)669-1800

Dear parents,

Welcome to the York Stars Family! This letter has been created to help smooth the transition and assist you in understanding the rules and regulations of our club. Please read carefully and if you have any questions, do not hesitate to contact us.

First Week of Classes:
September 8 - 14, 2024

Last Week of Classes:
June 15 - 21, 2025

Contact Email:

admin@yorkstars.com

Emails are best form of communication, except for makeup classes. If missing class or require a makeup class, please call the front desk phone.

Contact Phone Number:

- **Front Desk Phone: (437)232-7736**

- *During class times only!*
- Weekdays 4:30pm-8:30pm
- Weekends 9:00am-1:30pm
- This number can receive texts. You may text outside of front desk hours to notify of absences.

Peanut And Nut Free Facility

Please note when packing snacks for your child, to pack peanut and nut free snacks as we have some gymnasts with allergies.

Office Hours

Please note that the office is closed for on Saturday's and Sunday's. Emails will not be answered during that time. As well, please allow for a 3-5 business day turnaround in replies (especially during competition season).

Parent's Portal

There will be a parent's page that will host all documents (flyers, policies, newsletters, etc) that have been sent to you. The link to this will be sent at the start of the season. We recommend bookmarking it for easier reference throughout the year.

Uniform Policy

Your child is to wear black/grey tight and above the knee shorts, leggings or biker shorts (yoga style). They are also to wear a tight black or grey tank top or t-shirt. Both



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items can be bought through the club. Both tank tops and shorts or leggings are being sold at York Stars, with the logo, for \$20.00 each.

Your child must wear socks. Please do not wear dance shoes. They are incorrect footwear for rhythmic gymnastics.

Her hair is to be put in a bun or braids and excess hair clipped back.

This policy is strictly enforced and appearing without uniform and undone hair more than two times will result in your child sitting out on the third time. This policy is enforced for safety, hygiene and discipline.

Lateness Policy

Please be on time when bringing your children to the gym. Training starts from a warm-up that prepares their bodies for the workout afterwards. Being late to the warm-up holds the whole group back, as well as, affects your child's health and performance.

Please also be on time to pick up your children. If there is an emergency and you find that you will be late, please call Front Desk (437)232-7736 and let the secretary know. Otherwise, after the first 10 minutes of being late, you will be charged \$5 for every 5 minutes. Many of the coaches have kids and cannot be staying back waiting for you to pick up your children. In our club, there are many families, and if one family is late one day and another on another day, coaches are waiting almost every day.

Parking Policy

When dropping your child off, please park in a parking spot and walk your child to the gym. This rule applies for picking your child up as well.

Please ensure that while driving in the parking lot, you maintain a 5/10 km/h speed limit. Remember, there are children walking and running.

Please leave the accessible parking free.

Do NOT park/idle against the side of the building

Waiting/Fire Exit Policy

Parents are not allowed in the gym during training hours. Our gym is not equipped with a designated waiting room with view into the gym. Parents are not allowed to wait for their kids during training at the entrance area by the kitchen. This is a fire escape route and as such - cannot be blocked.

If a parent needs to wait for their child during training - there is a designated parent's waiting room by the entrance to our facility. You can ask the secretary about it.

Make-Up Policy

The office must be notified via phone call/text to 437-232-7736 ahead of time or at most, a week after the absence in order to qualify for a makeup class. If the office is notified of the absence after a week has passed since the absence, a makeup training will not be scheduled. Please no emails regarding scheduling makeup classes.



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To be granted a makeup class due to sickness, vacation, school event, etc. there is NO restriction unless informed after 1 week of the absence OR maximum amount of makeup classes have been given.

For sessional programs (10 weeks), there is a maximum of 2 makeup classes per class (per session - does not transfer over).

For sessional programs (19 weeks), there is a maximum of 3 makeup classes per class (per session - does not transfer over).

For full-year programs (38 weeks), there is a maximum of 4 makeup classes per class. Thus, if your daughter attends two classes a week, a total of 8 makeup classes.

All makeup classes must be completed within the current session. They do not transfer over to the summer or following season and no credit will be given.

Cancellations

If there is a training cancellation due to competition or holiday, we will schedule a make-up at our gym. If you are unable to make the make-up training, it is your responsibility to inform us **beforehand** and we will re-schedule another for your daughter.

Reason Behind Asking for Make-Ups

We have noticed that there have been some families in the past bringing their child to classes that are not on their scheduled training day.

The reason we ask parents to email us in regards to makeups is because the coach can end up with more kids than allowed. This means the quality and **safety** of the training is affected for all parties involved. It is not fair to the athletes who are already scheduled for that class, to the coach to be put in a situation where the training is so stressful and, to your own child.

Please keep in mind that this is why when parents email us scheduling a makeup class, occasionally we would deny a specific day as it is has already given as a makeup to someone else or the class is full. **Please understand that if you bring your child on a training that is not scheduled by us, they will not be allowed to train and will sit out the entire class.** We will always try to accommodate you to the best of our abilities. So, please in the future, always contact us to schedule makeup trainings to make sure gymnasts safety is not jeopardized.

Vacation Policy

If a class is missed due to vacation, a makeup class will be granted as long as the maximum # of makeup classes have not been used.

Sibling Discounts

A 10% family discount applies for parents enrolling a second child (on the smaller sum).

A 15% family discount applies for parents enrolling third child.



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Referrals

If you have referred someone to York Stars, thank you! We really appreciate it! We need to be notified by either yourself or the individual who was referred to us. Once they register, you will receive a small thank you gift of \$30 applied to your Uplifter account.

NSF Fee

Cheques returned by the bank are subject to a \$25 NSF fee per cheque.

Withdrawal Policy

For those gymnasts who are training in sessions, a withdrawal can be done within the first 4 weeks of training. A notification must be received from a parent via email or text and the unused portion of the fees will be refunded back. **After 4 weeks, there is no refund.**

For those gymnasts in a full-year program, family must give a written notice of withdrawal. All unused funds (with the exception of the one month "grace period") will be returned. **There will be no refunds after April 30.**

Camp Withdrawal/Makeup Class Policy

If the gymnast is registered for camp and chooses to withdraw, a refund is given based on the following circumstances:

1. Notice given 2+ weeks ahead of time: full refund
2. Notice given less than 2 weeks, more than 1 week: \$50 cancelation fee
3. Notice given less than 1 week prior: no refund

If the gymnast misses camp due to sickness, there are no refunds. However, a makeup class will be given for another camp day in the future. If your child is attending a half-day camp, a makeup may be given for the second half resulting in a full-day experience. If it is the end of the camp (i.e last day of summer camp), a makeup class will be offered for an upcoming P.A Day, Winter Break or March Break Camp in that same year. If it is not used within that season (July-June), the makeup class expires and no credit will be given.

Lost Items/Lost and Found

York Stars is not liable for any lost or damaged goods. We will always try to the best of abilities to locate a missing item. All items left behind and found by York Stars staff will be placed in our lost and found. The lost and found bin can be found in front of bathrooms at the front entrance.

Last but not least, the most important rule... remember we are a family - treat everyone with respect, courtesy, and kindness.

Let's have a great year!
Julia Assadoullaev