

Boys Team Olympia

FREQUENTLY ASKED QUESTIONS 2017-18

This can also be found on our web site for future reference

1. When is tuition due?

Payment is due on or before the 1st of each month.

2. How is tuition paid?

Team tuition can only be paid by check or cash. Payment cannot be made by credit card. Please do not send tuition payment by mail. We do not accept mail-in tuition payments. Please use the provided envelope and place it in the black OGA drop box attached to the wall in the Pro Shop. The Pro Shop is always unlocked, even when the office is not open. All money placed in the drop box must be inside a payment envelope. Extra envelopes are located in the Pro Shop. You are also welcome to use the drop box even when the office is open. You may find that this is a quicker payment option during times when the office is busy.

3. Why is my HOME Phone number so important when making payments?

Your financial account is tracked primarily by your home number. Providing your HOME number when making a payment will ensure that your payment is directed accurately to your account. When using a phone number other than the primary phone number, payments can be misdirected during the posting process.

4. Is there a late fee for tuition; if so is there also a grace period?

Yes. Please remember to pay your tuition on time. **If your payment is 9 days late – there will be a \$10.00 late fee assessed to your account on the 10th day.** Unpaid tuition can result in suspension from team activities and athletes being unable to receive uniform apparel.

5. If my child will be absent or late for practice do I need to notify anyone?

Yes. Please inform us when your child is absent. You can do this by leaving a message on the Team Absence Hotline (586.803.1217) or by filling in a quick form on the “Team” page of our web site (www.olympiagymnastics.com/Team). Do not use Olympia’s main phone number (586.803.1333) to report an absence or late arrival. You may also fill out a RED Team Absence/Early Dismissal Form in the pro shop to notify us of an absence or late arrival.

6. We are taking a vacation and will be missing gymnastics; do I need to notify anyone?

Yes, please fill out a **RED** Team Absence/Early Dismissal Form. These forms can be found in the Pro-Shop and in your folder. Drop the completed form in your coaches file folder in the pro-shop. You may also submit the information by going to the “Team” page of our website and completing an online form. www.olympiagymnastics.com/Team

7. To whom do I direct questions about my son and his training?

Please direct any questions or concerns about your child to your child’s coach. Your child’s coach is the best source of information about your child and can field all your comments and questions.

8. How do I go about contacting my child's coach?

One of the easiest ways to contact your child's coach is filling out a "Team Coach Contact Form" and placing the completed form in your child's coach's file folder in the proshop. Team Coach Contact Forms are provided on the table by the mailboxes. Your child's coach will contact you by phone if a response is needed. You may also speak to your child's coach in person if you catch them in the lobby before or after practice.

9. I need to speak with a staff member before my son's practice, what do I do?

If you have a matter that needs to be address before practice, please call the office and leave a message with the front desk, or you may send a note in to practice with your son. Please realize that our staff is out on the floor coaching and may not always be able to speak to you in person. Calling around 2:00pm on weekdays is sometimes the best time of day to reach some of the coaching staff. We do our best to return your phone call at our earliest availability.

10. How will I know when there are schedule changes or important information that needs my immediate attention?

Olympia Gymnastics and its staff communicate to you via email or by way of your mailbox. Every gymnast on our team program has a mailbox. Mailboxes are located in the pro shop along the wall. Please check your mailbox every time you come to practice – before and after. Please remember that this email address is for Olympia Gymnastics outgoing messages only. **Do not use this address to contact coaches.**

11. Why do we need your email information?

A large part of our communication is done via email because of its immediacy. Providing multiple email addresses insures that all parties (Mom, Dad, etc.) will have up-to-date information on schedule changes, meetings, meet times and locations, coming events, etc. If at any point you need to add an additional email or change a current email, you may do so on the TEAM page of the website.

12. When there are no recreational and preschool classes scheduled, will my team son still have regular practice?

Yes. Please be aware that there are many times that the team program does not follow the recreational or preschool schedule. Please be sure to check your mailbox every time you come to gymnastics. Mailboxes are located in the Pro-Shop. Please also check your email. It may also be helpful to keep in mind that team athletes have "**practice**", while information regarding rec/preschool will specify "**classes**".

13. (Level 4-10)When is the "MEET SCHEDULE" published for level 4-10 athletes, giving us a heads up on what location my athlete will be competing in?

A meet schedule will be emailed to you in the fall with a list of dates and locations. The meet schedule will only list the location of the meet and what weekend the competition is being held. The meet schedule will not list an exact day and time your athlete will compete.

14. (Level 4-10)When are the competition schedules published with specific times and days my athlete will compete?

Competition days and sessions times are usually available 5 – 10 days prior to the meet for Levels 4 -10. Please keep in mind that your session may be on Friday, Saturday, or Sunday of the scheduled weekend. You will usually receive your meet session and times

by email. Please keep in mind that we pass this information on to you as soon as it is available to us. Do not call the host gym for this information.

15. (Level 4-10)How do I notify someone that my child will miss a competition and how much notice is needed?

You will need to fill out a “Meet Withdrawal Form” (one of these is in your team folder or they can be printed from the Team page of our web site). The completed form can be returned to Brandan’s folder in the Pro Shop. It is important to turn these forms in **as soon as you know** your child will miss a competition. Communication that your child will miss a competition is important for several reasons and many times refunds are available to the booster club if athletes are withdrawn in a timely manner. This refunded money can help lower your booster dues in coming year.

16. What is the cancellation procedure in incimate weather?

Olympia Gymnastics will cancel daytime preschool classes when the Utica Community Schools closes for snow/hazardous driving conditions. A determination on evening classes & team practice is made at 2:00pm. For an update on the status of afternoon/evening practice, please check our website, olympiagymnastics.com, after 2:00pm. It is also possible that schools will be open but the weather will deteriorate during the day making team practice unlikely. Check the **website after 2:00pm** on days when weather may be a factor.

17. (Level 4-10)To whom do I direct questions regarding uniform orders & proshop matters and when will uniforms arrive?

Brandan is currently in charge of uniform orders. You may contact him at the gym with concerns regarding apparel. Uniform orders will take a few months to process due to amount of custom items that are ordered. Apparel will be passed out during practice when it is available. Anyone with an outstanding balance with OGA or OGBC will have apparel placed on hold until balances are paid in full.

18. What do we do if we would like to discontinue the team program?

Please contact your child’s coach to discuss this matter. Once a conversation is had with your child’s coach, a 30-day written notice is required to be taken out of our billing cycle and can be turned in to a member of our office staff. A written notice should also be turned in to the booster club drop box.

19. (Level 4-10)To whom do I speak regarding anything OGBC related?

The OGBC is run and operated by the parents of our competitive athletes. Your questions regarding OGBC can only be fielded by an OGBC representative. You can find more member information in the Booster Club packet and on the booster club website www.olympiabooster.com. The booster club’s web site has a list of board members and appropriate emails. When information is published on the various OGBC functions a contact person is listed for that function. Please direct your question to that OGBC representative.

20. (Stepping-Up, Level 4-10)Why is the staff at Olympia Gymnastics unable to assist me with my questions related to OGBC?

Please understand that OGA and OGBC are separate entities. This was established to allow OGBC to become a nonprofit organization and in turn lower the cost of your child’s athletics. The staff at Olympia Gymnastics is not authorized to take part in the proceedings of the OGBC. This includes the staff at the front desk. This is often times

very difficult for parents to get the hang of. We realize that the staff at the front desk is many times the most convenient avenue for information. Unfortunately, they are not members of the booster club and are unable to assist you in this area. Please understand that directing your questions to the correct representative of the booster club will save you a lot of frustration and ensure you are given accurate information.