

Girls Team Olympia

FREQUENTLY ASKED QUESTIONS 2017-2018

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. Tuition payments can be made any time in the provided envelope and placed 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. 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 to your account accurately. When using a phone number other than the primary phone number, payments may 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 (586.803.1333, press option 4 on the automated phone system) or by filling in a quick form under the “Teams” option on our web site- www.olympiagymnastics.com/teams/absentee-form/ . You may also fill out a RED Team Absence/Early Dismissal Form in the pro shop and place it in your coach’s file folder.

6. We are planning a family vacation and will miss a week of gymnastics, is there a price adjustment for missed practices?

No. There are no tuition adjustments for any missed practices. The team program also does not allow for make-ups (like in the recreational/preschool program).

7. 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 coach’s 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/teams/absentee-form/

8. Who do I direct questions to about my daughter and her training?

Please direct any questions to your daughters coach by filling out a “Team Coach Contact Form” and placing it your coach’s file folder. These coaching assignments will be posted by the mailboxes before the fall schedule begins. You may also speak to your child’s coach if you catch them in the lobby before or after practice. Keep in mind the staff in our front office are not able to assist you in specific questions about your daughter and her training. Questions about the team program can be best answered by a team coach.

9. 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 Pro Shop. Team Coach Contact Forms are provided on the table by the mailboxes and also available for download from our website. 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 practices.

10. I need to speak with a staff member before my daughter's practice (about a time sensitive matter), what do I do?

If you need to speak with someone about your daughter, you may send a note in to practice with your daughter or call the office and leave a message **before 3:30pm**. Please realize that our staff is out on the floor coaching and may not be able to speak to you in person. We do our best to return your phone call at our earliest availability. Please do not email any questions. Our email address is for outgoing messages only.

11. When there are no recreational and preschool classes scheduled, will my team daughter 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 check your email for schedule changes. Please also be sure to check your mailbox every time you come to gymnastics. Mailboxes are located in the Pro-Shop. It may also be helpful to keep in mind that team athletes have "**practice**", while information regarding rec/preschool will specify "**classes**".

12. 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. Every gymnast in our team program also 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 used for Olympia Gymnastics outgoing messages only.

13. Why do we need your email information?

A large part of our communication is done via email. Providing multiple email addresses insures that all parties (Mom, Dad, etc.) will have up-to-date information on schedule changes, meetings, coming events, etc. If your email address changes please fill out an email change form located in the pro –shop and turn into Christy's Folder also in the pro – shop.

14. What door do I use when dropping off my team athlete for practice?

When dropping your athlete off for practice, please drop them off at the door on the north side of our building instead of our front entrance. The front parking lot can still be used when picking up your athlete from practice but please use the side entrance when dropping off. This will assist us in keeping the traffic flowing through our lots and avoid added congestion and wait time.

15. My child will need to change into her work – out clothes when she arrives, where does she change?

Team athletes are to use the restrooms inside the gym. We kindly ask that team athletes refrain from using the restrooms in the office and lobby. This will help with overcrowding.

16. What does my daughter need to wear and bring to gymnastics?

Your daughter needs to wear a leotard to practice (no attached skirts). Her hair should be pulled back in a pony or pigtails, completely out of her eyes. She should have a water bottle and the items described on the "team gym bag items" list in your folder.

17. (Level 2-10 and Xcel) When is the "MEET SCHEDULE" published for level 2-10 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.

18. (Level 2-10 and Xcel) When is the "COMPETITION SCHEDULE" 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 2 -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.

19. 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” a copy of this can be found in the Pro shop and they also can be printed from the Team page of our web site. The completed form can be returned to Deanna’s folder in the Pro Shop. It is important to turn this form in **by Monday October 23, 2017 in order to ensure full refund.** 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 the coming year.

20. What is the cancellation procedure for 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 the Olympia Gymnastics Facebook page after 2:00pm

21. 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.

22. Who do I speak to 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.

23. 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.