

REFUND POLICY

All refunds requests must be submitted in writing no later than 24 hours prior to your child's first class of the term. Once your child has begun the term, full payment for the term is required (including installment payment customers).

If your child has a documentable reason for not being able to attend the balance of the term, you may submit a written request along with the documentation on letterhead for review.

Preschool – 1st time students (never attended class in Newington or Glastonbury) may request a refund in writing prior to the 3rd class of the term.

Events – All event sales are final.

Contact info - Email refund/credit requests to negx@att.net – please reference “Refund request” and the family last name in the subject line.

MAKE-POLICY

All make-ups must be completed during the session the absence occurred. Please call the office in advance to schedule a make-up class to ensure there is a make-up slot available.

Students are allowed one (1) make up per term.

We remain committed to accommodating make ups when absences occur. Please keep in mind we can only guarantee you the classes in which your gymnast is enrolled and any classes we cancel. Many classes are subject to blackouts for make-ups due to enrollment. Make up availability for absences are dependent upon class size, the number of make ups already scheduled in a class, and the flexibility of your schedule.

Summer classes do not have a make-up option available due to the limited number of classes offered.