



Thank you for your interest in Cheer-riffic Techniques this season, and if you are a returning member to Cheer-riffic, then Welcome Back! We are so excited to be back in the gym working together to stay safe and healthy. These past few months have been different for us all, but we are thankful you are joining us for a new season. We are re-opening June 1, 2020 - be sure to enroll now to take advantage of our early bird registration fee offered through June 14th!

Due to the recent COVID-19 pandemic, we had to make changes to all our operations and policies. Please read through this entire informational document to familiarize yourself with our new operations at Cheer-riffic Techniques.

PAYMENT POLICIES AND PROCEDURES

Registration Fee:

For any class, yearly individual registration fee is \$55 per athlete unless there is a promo for early bird registration. All-Star teams and school team registrations have a different registration fee. If an athlete is on a school team that currently trains with CT and wants to take an additional class, then the price difference of the school team registration fee and class registration fee will need to be paid. Yearly registration fees are non-creditable and non-refundable.

All accounts must have a debit/credit card or checking account on file for AUTO DRAFT. Tuition will be due **before** athlete can enter the facility. We apologize for any inconvenience this may cause, but there will be no exceptions. We are not taking any "hand-to-hand" payments.

Late Fees:

There should be no late fees assessed since payment is due before any athlete can walk into the facility, AND auto debit is required. However, in any case, we will bill you a \$15 late fee if tuition or any other fee due is unpaid.

**Late fees are excluded for school athletes who attend a school that pays monthly tuition from the school/district.*

MAKE-UP CLASSES

We do not offer make-up classes if an athlete is absent from class, unless a doctor's note is provided for an injury. When the gym is closed for holidays, cleaning maintenance, and/or inclement weather (excludes school teams), a make-up class will be offered. Make-up will also be offered if state/city mandates gym closure. When this happens, the Front Desk Staff will have more information on how to schedule a make-up.

**Athletes enrolled in March 2020 classes that were cancelled due to COVID-19 are granted make-ups and can be applied to our new sessions being offered starting June 1, 2020. Once these make-ups are completed, then registration fee and session fees apply in order to enroll for classes.*

NEW CLASS SESSION SYSTEM

Due to the current pandemic, we will be operating Cheer-riffic Techniques under different conditions until we are able to resume 'traditional' operations. We have developed a NEW on-line class registration system and will be offering a variety of small group classes throughout the day that will be booked as single-session lessons. Each session is \$20 and ZOOM session is \$15.

Each workout will be 45-minutes long and include a maximum of 8 athletes at the gym and 10 athletes through ZOOM. After each work-out at the gym, the staff will spend the next 15 minutes disinfecting any area of the gym that was utilized by athletes, to include gym equipment. Athletes will not be able to switch on and off of equipment. Any equipment used by an athlete will ONLY be used by that athlete for the duration of the workout. This will help administer social distancing policies as well as prevent possible cross-contamination within the gym. Also, no staff member will spot skills or 'stand there' for any athlete for any reason. Only skills that can be performed safely and individually may be performed during workouts. CT is following current social distancing rules issued by state/city mandates.

These classes are a starting point for our first phase of re-opening. If sessions have low enrollment consistently, they will be rescheduled. If we feel we need more sessions for a specific day, time, and/or age group, then we may add them.

NEW iCLASS CUSTOMER PORTAL

We are extremely excited about our new Customer Portal from iclass that we will be utilizing. This Customer Portal will be the ONLY way to enroll your athlete in our sessions/classes and make payment. At this time, we are not taking hand-to-hand payment transactions.

The MOST IMPORTANT part of the Customer Portal process is the registration process for the account. **If you are registering an athlete in the Customer Portal that cheered at Cheer-riffic Techniques in the past, it is imperative that you use the SAME e-mail address that is currently registered to your athlete.** This is the e-mail address that you are currently receiving all of your Cheer-riffic Techniques notifications through. Using a separate e-mail address will affect your registration process and create a separate family that is not linked to your current account. Please make sure your athlete is not creating their own portal. **You MUST use the e-mail address that is CURRENTLY in the system.** If it's been awhile that your athlete was at Cheer-riffic Techniques and are unsure if we still have their account on file, then please send us an e-mail to confirm the account information. Once you create your account, you can give the information to your athlete if they are in charge of booking their own lessons.

If your athlete is NEW to Cheer-riffic Techniques, then please use your primary e-mail that you wish to have logged in our system to create your family account in the Customer Portal. Please follow the 'New Customer' registration process below.

A. REGISTERING FOR THE CUSTOMER PORTAL (CURRENT CUSTOMER)

1. You can find our Customer Portal at <https://app.iclasspro.com/portal/cheerriffic>
2. Click 'My Account'.
3. When prompted, "Are You A Current Customer?" - respond YES
4. If you've been on the iclass Parent Portal before, go ahead and use your password that you've been using. **OR** If you've never used the iclass Parent Portal, then Click Forgot Password under the log-in prompt. Reset Your Password by creating the password you wish to use for this service.
5. Return Back to the Home Page for the Customer Portal.
6. Accept the Policies (The Same Policies On Our In-Person Registration Form). Make sure your 'Students' information is correct.
7. Add your payment information in the Payments tab under My Account.
8. You are ready to book your on-line classes!

B. REGISTERING FOR THE CUSTOMER PORTAL (NEW CUSTOMER)

1. You can find our Customer Portal at <https://app.iclasspro.com/portal/cheerriffic>

2. Click 'My Account'.
3. When prompted, "Are You A Current Customer?" - respond *No, Create Account*.
4. Begin Your Account Creation Process by responding with your Verification Code.
5. Follow the prompts to create your account.
6. Accept The Policies (The Same Policies On Our In-Person Registration Form).
7. Create Your 'Student' Information.
8. Add your payment information in the Payments tab under My Account.
9. You are ready to book your on-line classes!

BOOKING ONLINE CLASSES

Once your account is in our Customer Portal, you will be ready to book single-session lessons according to our schedule! When you are ready to book, please pay attention to the session you are booking based on the day, time, and age group.

Due to limited class sizes, we cannot guarantee any spots and all session spots are first come, first serve! This is also why we recommend setting your students and payment information in prior to the day registration goes live - to expedite the process.

The on-line sessions are available to book June 1st – 12th. There are no classes available on Saturdays and Sundays at this time. Private lessons are available to book for Saturday only – more information about privates is listed further in this packet.

Once you add the student, enroll now, and ADD TO CART, your spot in that class is reserved for up to 30 minutes while you browse and enroll in other classes. When you are ready, you can check out and it will reserve your spots in those sessions.

Please Note: Once your athlete is enrolled and your payment has been made, then the payment is final. There are no transfer or credit options available through this Customer Portal. If your athlete is no longer able to attend, you may request to drop the session from the Student Enrollment section. However, we are not issuing any refunds, nor does the system refund a payment. We do ask that you drop the session before the actual time/day of class, if you aren't able to attend so that someone else may attend that spot, especially if that session is full. Please also give us a call if you drop a class because the system does not auto drop the athlete and we must do it manually in the system.

CLASS/SESSION PROCEDURES

Our gym operations are heavily modified as we start working our way back to full capacity within the gym. Of course, this depends on state/city guidelines. This will include a new drop-off and pick-up process for our athletes.

- **Preparing to enter the gym:**
 - o All athletes should arrive to the FRONT of the gym 15 minutes prior to the start of their class and remain *inside of their vehicles*. Entrance into gym is front garage door.
 - o 7 minutes prior to the start of class a staff member will come outside and start lining up the registered athletes into their class lines and make sure that all athletes maintain 6 ft. of distance in the parking lot.
 - o The staff member will take the temperature of each athlete before walking in and ask if they have any symptoms before entering.

- Athlete will step into a bucket of cleaner to disinfect the bottom of their shoes. After, the staff member will direct the athlete to their assigned coach.
- Coach(es) will give instructions for placement of belongings, wash hands, and stretching location.
- Parents please remain in cars. Also, please no congregating in the parking lot. Maintain social distancing.
- Athletes driving must park in back and walk to the front for entering the gym procedures.
- Athlete may only bring in the following: water bottle with ATHLETE NAME on it, cheer shoes, and car keys (if applicable).
- If an athlete arrives late, they will need to wait at the garage door until a staff member checks them in.
- **Preparing to leave the gym:**
 - As class ends, the coach(es) will let the athletes go one at a time through the **rear back door** of the gym. **PLEASE BE ON-TIME AND PREPARED TO RECEIVE YOUR ATHLETE.** We do not have extra coaches or staff members to wait outside with your athlete until they are picked up. Doing so, places your athlete in an unsafe environment.
 - Only actively participating athletes may be allowed to be inside the gym in any capacity. Once they are done with their training, they must leave the facility.

LIMITED USE OF GYM FACILITIES

- **The front desk and lobby:** CLOSED. If you have any questions, please contact the gym at ctfalcons@cheerriffic.com. You may contact us at 210-521-5867 during our modified business hours:
 - Monday – Friday 8:30 am – 12:30 pm; 3:30 pm – 7:30 pm**
 - Saturday 8:00 am – 2:00 pm**
- **The restrooms will be LIMITED USE:** Restrooms – one restroom is reserved for athletes and the other restroom is reserved for coaches and staff. However, we wish to reserve the athlete restroom for emergency use only and would like to ask that all athletes use restroom facilities prior to attending their classes or private lessons if possible.
- **Spotting:** No staff member will spot skills or ‘stand there’ for any athlete for any reason. Only skills that can be performed safely and individually may be performed at this time. We are following current social distancing rules by the state/city. Panel equipment may be available for use depending on the size and level of the class.
- **Stunting:** There will be no stunting allowed on or near the premises by any one for any reason. This involves all athletes and staff members.

PRIVATE LESSON PROCEDURES

Private lessons will be conducted on Saturdays only. Coaches who are conducting their privates set their own schedule and will direct you to book their time slot on the Customer Portal. Same procedures we have in place for signing up for classes and payment will apply for privates. Payment for privates need to be made on the Customer Portal.

We are happy to be back and working with your athlete! We appreciate your business, and ask for your cooperation and patience as we work through this “new normal.” If you have any questions or concerns, then please be sure to e-mail or message us.

