



Frequently Asked Questions

What is your Refund Policy?

Term Fees are non refundable. A credit would be applied to your account. If you are paying monthly, you must notify the office by the 1st of the Month in order to not be charged for that

What is your late arrival / absent policy?

Please call our office at (905)819-9042 if your child will be late or absent for class. We give make-up classes to children absent due to sickness. Please leave your children at home if they are experiencing flu like symptoms. Call our office and we will be happy to arrange a make-up class. Please note that a makeup cannot be booked until after the class.

Who do I contact if I have a question about my child's progress, lesson plans etc?

If you would like to know how your child is progressing, our supervisors will be happy to answer any of questions.

What does my child wear to class:

Gymnastics: Shorts, t-shirt, or leotard; long hair must be put up into a ponytail; bare feet.

Dance: Ballet-pink ballet shoes, pink tights and black bodysuit

Jazz-black jazz shoes (no laces), black body suit and black shorts

Tap-black tap shoes (no laces), black body suit, black yoga pants/shorts

Hip Hop: loose fitting track pants, clean indoor shoes, loose fitting plain shirt

NO JEANS

Can I leave the gym when my child is in class?

Yes you can. We suggest you wait 5 minutes to make sure everything is okay. You must return 5 minutes before your child's class ends. Please make sure the office has your current phone numbers in case of emergency.

Is my child allowed to bring a drink?

Yes, only water is permitted in the gym. No food is permitted in the gym. All other drinks and snacks are left in the viewing area.

Do I need to sign out my child from class?

No not for regular classes. The dance recital and camps do require you to sign your children in and out.

What do I do if we move or change phone numbers?

Please call our office at (905) 819-9042 if you have any changes in your contact information.

Please notify us if you have any changes in your child's medical history.

How can I check my account balance and payment history?

You can access your account at our website www.futuresgymnastics.com. Click on the Already a Customer link and enter your email to request a password. Make sure our office has the correct email address on your account. The temporary password will be sent to your email account.

Where do I buy dancewear?

At Futures Gymnastics, we have a boutique that stocks all of the dancewear that you require for class. There are also other items for sale. We also have gym suits and Webkinz (check our website for the latest arrivals)

www.futuresgymnastics.com



What is the gymnastics coaches certification?

All of our coaches are Level 1 (theory, technical and trampoline) certified, First Aid, Risk Management and High Five Certified.

What are your class sizes?

Gymnastics: We keep our 5 and under classes to a maximum of 6 children per coach. Classes for children ages 6+ have a maximum of 8 children per coach.

Is it possible to change classes if my schedule changes?

Absolutely. We will find you another suitable class for you child. The supervisor and our office staff will be happy to assist you in finding a solution to your schedule change.

PLEASE DO NOT BRING YOUR CHILD TO HIS OR
HER CLASSES IF THEY HAVE A FEVER,
We will be happy to arrange a suitable make-up class
for your child

www.futuresgymnastics.com

