

HOW DOES MONTHLY BILLING WORK?

- **Monthly model:** Starting September 2023, our online system will default to a monthly, continuous model.
- **Initial payment:** The price shown on the online portal, is the per class cost. The system will charge you the per class price x classes scheduled in the calendar month, upon registration.
- **Subsequent payments:** You will be billed your per class rate, times how many classes are scheduled for the month each month on the 20th. For example, you will be billed September 20th, for the October classes.
- If you join classes between the 20th-31st of any given month, we will charge the following month within 72 hours to card on file.
- There are no minimum contracts but you will be billed every month (September-June), until you withdraw.
- Want to withdraw? No problem. Email us at hello@lunaplaykids.ca and we require 2 weeks notice minimum. ***Please note:** we don't offer any refunds, so if your card was charged for a month of classes within the week of your withdrawal request, you are still welcome to attend until the end of your paid classes.
- Registration fee is \$35, and resets yearly in September. If you withdraw, and join again within the season, the registration fee will be due again.
- Your spot is guaranteed for the full season. The season runs from September to June.
- A credit card will be required on file during registration.
- You are welcome to switch class days/times/activities with a 2 week notice. If we can switch you earlier, we will
- **Pre-pay:** You can pre-pay 3-8 months in advance if you prefer
- All program prices will be subject to GST
- ALL Special events/preschool parties, family drop in, and camps-full payment is due upfront. No monthly billing.

WHAT IS THE COST?

- **Monthly billing-Cost:** \$21 per class for 45 min class, \$23 for 60 min class, \$33 for 2 hour class. You will be billed for every class scheduled in the calendar month. If there is pre-planned gym closure due to holidays, etc, the monthly bill will be adjusted accordingly.
- Punch card cost is same as the monthly billing
- Drop-in class cost: \$23 per 45-minute class, \$25 for 60 minute class \$35 for 2 hour class
- Special events & and camps vary- please log see our schedule & and registration page for current fees

- Registration fee is \$35 and resets yearly in September & every time you re-enroll. It is due to monthly enrolments only. This gives you member benefits (explained below).
- If you withdraw, and join again within a season, the registration fee will be due again.
- You are charged for each class in the month, whether you attend or not.
- If we cancel a class due to uncontrollable factors (up to our discretion), you will have the option to attend a makeup class. No credits, or refunds.
- Want to attend more than 1 class a week? We will offer you 10% of the second/third class per week. Will be done automatically at checkout.
- If you join mid-way through the month, your account will be automatically pro-rated accordingly.

HOW DO I REGISTER FOR CLASSES?

- Kindly register [here](#).

DO I HAVE TO SIGN UP FOR MONTHLY BILLING? WHAT ARE MY OTHER PAYMENT OPTIONS?

- We now offer a more convenient and flexible payment options for our weekly classes. Our monthly billing option ensures a guaranteed spot for your child in a weekly class, with the ease of auto-pay, eliminating the need to remember payment dates.

For those who prefer upfront payments, check out below options:

- 1. Pre-pay Option:** Secure your child's spot for 2-3 months by pre-paying. This guarantees a consistent spot in a weekly class. At the end of the prepaid period, you may have the option to continue, subject to class availability. Please contact us via email for this option.
- 2. Punch Pass (5 or 10 classes):** Our most flexible pass! Ideal for those unable to commit to a weekly class. This pass can be used for any class within your child's age range, offering the flexibility to attend different classes or share across siblings. Register for this option directly on our main dashboard [here](#).
- 3. Single Drop-In:** Perfect for those seeking 1-4 classes. Register by logging in, selecting a class, and using the drop-down menu to choose specific dates for drop-ins.

WHAT SHOULD MY CHILD WEAR AND BRING?

For gymnastics, tighter-fitting clothing is recommended due to the nature of gymnastics. Leotards are not required. T-shirts/tanks, shorts/ tights are acceptable. No jeans, or gum in class. Long hair must be tied up.

- Indoor gymnastics requires kids to be barefoot, or grownups can provide their own grippy socks. Participating adults wear socks.
- Bring clean, indoor, running shoes for any/all indoor programs.
- No jeweleries please
- Bring a water bottle every week.
- No food or snacks in the gym

DO YOU OFFER MAKEUP CLASSES?

We do! This is an awesome perk to being a Luna play member! We believe in providing you the full value of what you have paid for. To be eligible for a makeup class, please report your absence via the online portal.

- Makeups can be done in any class, that is the appropriate age group
- Emails, texts, social media messages will not be accepted.
- Makeup classes are unlimited as long as your child is still registered in classes with us. You can attend any age appropriate class listed on our schedule, provided there's space.
- Check the online portal to see our schedule and email us with a date request to book you in.

WHAT BENEFITS DO I GET FOR BEING A MEMBER? HOW DOES IT WORK?

You automatically become a member when you enroll in a weekly class.

- Special events, drop ins, camps, birthdays bookings do not count towards being a member.
- Member benefits are voided if you choose to withdraw, or your punch cards run out or expire.

Benefits :

- ✨ Guaranteed spot in your weekly class! Once a week.
- ✨ Unlimited makeup classes. If you miss a class, feel free to attend another - no expiry, or extra charge! *This is practically unheard of in our industry.*
- ✨ Customer appreciation events where you can connect with our awesome community.
- ✨ FREE family drop-in: We have weekday and weekend scheduled available for families to come and have unstructured play in the gym.
- ✨ Discounted birthdays, and kids night out events.
- ✨ Bring a friend to class for free and in class parties.
- ✨ In class shows where family and friends can come watch, and the kids receive their progress reports.

DO YOU OFFER TRIAL CLASSES?

- Yes! We have a one trial pass offer for new families. To register, log in to our portal, select the season you'd like, scroll down to a class. Under the class title you will find the "Schedule Trial" button.
- If you are a returning family, please email us to redeem free trial offer

DO YOU OFFER REFUNDS?

Weekly classes: If you'd like to withdraw from monthly classes, let us know before we charge your card on the 25th. Once your card has been charged, there will be no refunds.

- If you'd like to withdraw from classes before our season officially begins, 2 weeks notice is required to receive a full refund. Less than 2 weeks notice will be a \$50 cancellation fee.
- Happiness guarantee: If you aren't 100% happy with the program after the initial 3 weeks of classes, email us to withdraw for full money back.
- If we cancel an entire class/camp before it begins (likely due to low enrolment), you will be given the option to transfer or take a refund or credit.
- If we cancel a single class in a regular weekly class, you will be given the option to attend a makeup class in lieu. No credits or refunds
- Birthday parties: No refunds are allowed within 7 days. Refunds before 7 days are subject to \$50 cancellation fee. We can reschedule, or put the amount as a credit.

- Special events/Preschool parties: 72-hour notice is required in order to receive a refund for any special events. Cancellations within 72 hours will be given a credit only.

CAN I REGISTER NOW BUT NOT START UNTIL NEXT MONTH?

- Not for classes that are currently happening, sorry. Because of our very limited spaces available, all our registrations are for immediate enrollment (unless you are registering for classes that haven't started yet). If you want to wait until the following month, you can register a few days prior to the beginning of the month if there's a spot available. ie. If you want a Thursday class, wait until after the last Thursday class in the month, and register then.

HOW CAN I PAY IF I DO NOT HAVE A CREDIT CARD?

- No problem! You can send an *Email Transfer* to pay. Remember payment is due by the 25th of every month, and the first payment needs to be done at time of registration.
- Please email us hello@lunaplaykids.ca to set it up

HOW EARLY SHOULD I ARRIVE FOR CLASSES?

- Please only arrive 5 minutes early for class.

CAN I TAKE PHOTOS OF MY CHILD IN CLASS?

- Yes, but be mindful to only capture your child during an activity.
- No videos or pictures of other children may be captured during programming without full consent from families being pictured. Coaches may ask you to not take pictures/videos, up to their own discretion.

- For promotional purposes, there may be pictures and videos taken of your child for marketing purposes on social media, websites, etc. If you do not agree to this, please visit your Parent Portal
 - Register Page > Dashboard > "More" > Waiver & Policies.
 - If you need assistance please email me at hello@lunaplaykids.ca

CAN I BRING ADDITIONAL SIBLING OR PARENT TO CLASS?

- We understand that childcare may be difficult to find and you may need to bring other siblings to class. Siblings are allowed to attend, but must sit off to the side.
- Parented classes: Only 1 parent per child on the gym floor. Swapping is allowed. No additional adults allowed in the space.

CAN I WATCH MY CHILD ON UNPARENTED CLASSES?

- We have a couple of chairs in the gymnastics room, but due to the small size of the room, we can't guarantee you can watch every single week. There may be other parents who may want to watch their child occasionally too, and we have limited seats due to room size. We will host parent-watch weeks. Parents are always welcome to stay in the separate, downstairs lobby area so they are nearby should their child require assistance

MY CHILD IS NERVOUS FOR CLASS, WHAT SHOULD I DO?

- No worries! Our coaches are trained to deal with separation anxiety in kids. We will come up with a plan in your first 1-3 classes to help your child ease their worries!

I DO NOT KNOW WHAT CLASS I SHOULD

REGISTER MY CHILD TO.

- We have many different activities to serve the different needs of your child. If you are unsure check out our unlimited one week trial pass through the portal, or check out our progression chart!

WHAT ARE THE AGE RANGE OF YOUR CLASSES?

- We offer classes for ages 6 months to 12 years old. Please log in to the portal here, enter your child's correct birthday to view the offerings.

WHAT IF MY CHILD IS NOT ON THE REQUIRED AGE YET?

- If the class is showing up in your portal account, you are welcome to register. Exceptions are made on a case by case basis. Email us at hello@lunaplaykids.ca

If you have other questions that are not listed here, please don't hesitate to email us at hello@lunaplaykids.ca