



# Start Creating Happy, Healthy Memories At GymKix!

1352 Matthew Spicer Rd. | Copperas Cove, TX | (254) 542-2600 | www.gymkix.com



Please review our FAQ's and policies to ensure our program is the right fit for your family.

## • How do we register?

We are proud to offer the **highest quality instruction** with **educated, professional staff**. GymKix membership is required to participate in all our programs\*.

GymKix Membership is only \$45 and covers the entire family for the first year. This fee is non-refundable and entitles your family to a one-year membership with our facility regardless of your month-to-month registration. If renewed **before it expires** then it is only \$25 for each additional year. Tuition will vary based on the program and/or class length.

We value your time and want to give you our undivided attention, therefore we **only offer enrollment and tours by appointment**. When you enroll at GymKix, you are joining a family, not just an activity!

- Call or stop by during office hours to book your Tour and Enrollment appointment (or go online [www.calendly.com/gymkix](http://www.calendly.com/gymkix)):

**Monday – Friday 2:00 – 8:00 pm | Saturday – 9:00 am – 12:00 pm**

*We also offer daytime classes, special events, and camps held on different days/times.*

*Please call if you are not able to make it during our scheduled hours or an appointment time that fits your schedule.*

- You will receive confirmation and reminder e-mails for your upcoming appointment(s).

\* Some clinics, day camps, and other activities do not require membership, you can register for these on our EventBrite: <http://gymkix.eventbrite.com>

## • How do I pay my monthly tuition?

GymKix accepts monthly tuition through our convenient auto-debit program only. GymKix will deduct monthly tuition and any other outstanding charges on the 16<sup>th</sup> of each month. Our After School Program is billed weekly.

*"Alice has loved her time at GymKix. Thank you for your outstanding contribution to her love of dance. She will carry all she learned with her!"*  
– Mrs. Foutch

## • How do I cancel or suspend my family's classes?

We do not require your family to sign a contract. This means that cancelling, changing, or suspending your classes is **easy and hassle-free**. Simply e-mail us or visit the front desk to fill out a "Notice of Withdrawal" form at least one month prior to the final month of classes.

**For Example:** Your family is moving in July, and you would like June to be your final month of classes: A "Notice of Withdrawal" must be submitted on/before June 1<sup>st</sup> so that you are not auto-debited on June 16<sup>th</sup> for July classes.

## • What about make-up classes, holidays, and bad weather days?

All months are treated equally at GymKix. We do not charge extra for months with 5 classes and we do not pro-rate, or offer refunds/make-up classes for missed classes, holidays, or for inclement weather days

As parents, we understand that life happens. Kids will get sick, homework may be overwhelming, or the family is taking a much-needed vacation...there are a number of reasons your family might miss a class during their time at GymKix. We want to provide a way for parents to have a "make-up" opportunity for when life happens; which can be difficult to accomplish due to our strict class size ratios or simply not having another class available in which to do a "make-up".

To provide proactive compensation, every family receives FREE coupons to help offset missed classes your family may experience during their time at GymKix. There is even a FREE Super Saturday coupon (\$20 value!) These can be redeemed at any time while your family is an active GymKix member, regardless of when or if a class was missed.

*"I can't say enough great things about this place. Christian values, unbeatable coaches, and skills to last a lifetime. Even being from Killeen, no drive is too far. We'd bypass every gym to get to this one."*  
– Ms. Powell

GymKix does not always follow the school calendar for holidays. Holiday closures may vary from year to year and we ask that you read our e-mail updates and check our online calendar for the most up-to-date closure information. For planning purposes, GymKix generally observes the following holidays:

New Years Day  
Memorial Day

Independence Day  
Labor Day

Halloween  
Veterans Day

Thanksgiving Break  
Christmas Break

Spring Break  
Summer Break

## • Can we observe classes?

**Absolutely!** Our intent when we designed our facility was to maximize training space for the athletes and, as a courtesy, provide as much viewing space as possible for visitors. Our downstairs viewing windows and television offer observation opportunities for our Big Gym, Discovery Gym, Studio A, and Studio B. Our upstairs viewing area (for adults only) provides windows for observing our Big Gym and Studio A as well as televised viewing for Studio B.

## We take safety seriously at GymKix!

We kindly ask that you review and respect the viewing guidelines listed below as they will be strictly enforced for the comfort and safety of all our members:

- ✓ Parents are responsible for their children prior to class and once they are released from class.
- ✓ Please ensure you are downstairs PRIOR to your child's class being released.
- ✓ Parents and athletes are not permitted in any class or on equipment unless they are escorted by an instructor.
- ✓ Please do not touch/tap the observation windows.
- ✓ Please do not sit on the floor. If seating is not available, please stand.
- ✓ Children are not permitted to run or horseplay inside or outside of GymKix.

### ➔ **Please remember that the upstairs viewing area is a QUIET ZONE.**

Children are permitted upstairs **with a supervising adult.**

**There is no running, loud voices, or disrespectful behavior permitted. If your child is unable to be respectful of others and sit quietly, we will ask you to leave the upstairs area.**

**Electronics must be MUTED or be used with headphones so as not to disrupt others in the viewing area.**

*"The number one reason I like to be a part of the GymKix family is my son feels very welcomed...Yes, he does what he loves most at your facility, and that gives him the confidence to overcome his struggles, but the welcoming and encouraging staff helps!"*  
- Ms. Cook

If you would like to view upstairs and have younger siblings or friends with you, we have a supervised drop-in Kid's Club area available for children ages 11 and under for only \$3 per child/per hour during select times.

## • **What will my child wear to class?**

You will not be required to purchase special uniforms to attend recreational classes at GymKix (except for Ninja Zone). **Hair must be neatly** pulled away from the face and no jewelry is permitted (except for stud earring and medical ID bracelets). We will be happy to discuss specific class attire guidelines at the time of registration and provide examples for all of the classes. All clothing/shoes can be purchased at GymKix or your local sports store.

Boys can wear gym shorts and t-shirt for any class.

Gymnasts may wear a leotard or biketard.

Dance class attire will vary and includes, at a minimum, shoes, tights, and appropriate dance clothing.

Tumbling students may wear any style athletic attire and athletic shoes.

Ninja Zone students will wear their Ninja Zone shirt, headband, and any style black athletic shorts.



We are so confident that your family will love their experience at GymKix that we are proud to offer a

**30-Day Money Back Guarantee!**

If your family honestly feels that GymKix did not meet your expectations, simply notify us within 30 days of your first class via e-mail, online form, or in person at the front desk.

We will refund all tuition paid during the 30 days in our program.

**Hassle Free & No Risk To You!**

Your family's GymKix membership will remain active for one year should you decide to return for classes or participate in any of our other programs.

# Welcome To GymKix!

*"Creating happy, healthy memories in children's lives"*

## Policies & Enrollment Checklist

- There is an initial family enrollment fee of \$45 (only \$25 when you renew before it expires). Your renewal month is \_\_\_\_\_
- Review the **Payment Authorization Form & Money Back Guarantee** (notice must be received within 30 days of the first class)
- Review the **Parent Portal Instructions & Progress Stars**
- Review **Make-Up Class Policy**

## Friendly Reminders...or How To Have An Amazing Experience At GymKix!

### Get Social With Us!

- ✓ Like Us On Facebook & Check-in
- ✓ Follow us on Instagram, YouTube, Twitter, and Snapchat (@gymkix)
- ✓ Join the discussions & make new friends in our private Facebook Group: [facebook.com/groups/gymkixmembers/](https://www.facebook.com/groups/gymkixmembers/)



### Dress The Part → Please Review The Class Attire Information/Pictures.

- ✓ For their safety and comfort, your child must be dressed properly to attend class.
- ✓ No jewelry should be worn to class (stud earrings and medical bracelets are acceptable.) We are not responsible for lost or stolen items.
- ✓ Hair must be neatly pulled away from the face.
- ✓ If you add/change classes, please ensure your child has proper attire for the new classes.

### Stay Hydrated!

- ✓ Water bottles for class must contain only water and have a sports top or cap.

### Be Informed!

- ✓ Information from GymKix is sent via e-mail and the GymKix Member Facebook Group.
- ✓ Your monthly invoice and important announcements will be e-mailed each month, please ensure this information doesn't go to your spam folder.
- ✓ Check your e-mail for your child's enrollment confirmation which should be received immediately.

### Provide Positive Energy & Support!

- ✓ Please do not sideline coach, tap on the windows, or enter the class without permission.
- ✓ Communication is the key to success! The front desk will be happy to provide you with your coach's e-mail to discuss your child's progress and/or set up a meeting to answer questions.

### Be Safe!

- ✓ Kids are everywhere! Please be cautious while driving in the parking lot and observe the speed limit of 30 mph on Matthew Spicer Rd.
- ✓ Siblings & friends need to remain seated and within your reach/ability to control them. Kid's Club (supervised drop in service) is available for \$3 per child/per hour so that you can observe classes without distractions.
- ✓ Parents are responsible for their children prior to class and after class is released. **GymKix is not responsible for supervising children outside of the classroom or Kid's Club.**
- ✓ Upstairs viewing is a QUIET ZONE. No running, loud voices/electronics, or disrespectful behavior.