



*Welcome to Cutting Edge Athletics
The "Short Version" of What You Need to Know*

- *New Student Enrollments:* New gymnasts may begin classes at any time throughout the month (subject to class availability) but must pre-register prior to the first day of class. Tuition will be pro-rated based on how many class dates are left in a four week month. Dancers may enroll during open enrollment periods only.
- *Continuous Enrollment System:* Each student will be enrolled continuously until a drop request is submitted. This will save your class spot so there's no need to re-register each month.
- *A Credit/Debit Card (Autopay) on File is Required for all CEA families:* Tuition and any remaining balances for the upcoming month will be automatically charged to this card on the 24th of each month. You may pay by cash, check, or another card before the 24th and your Autopay card on file will not be charged. We accept Visa or MasterCard.
- *Anniversary Fee:* There is an annual anniversary fee per family. \$30 for new members and \$25 every year after your first.
- *Refund Policy:* 100% tuition back guarantee for NEW students if requested at the end of your second class. The Anniversary Fee is non-refundable.
- *Make-Up Classes:* Gymnastics offers unlimited make-up classes-provided there is room in another class. They must be made up within the same month as the missed class date and must be pre-scheduled with the front desk. Make-up classes do not carry over to the next month but may be made up prior to the missed day.
- *Class Drop Request:* You must submit a drop request by the 23rd of the month to discontinue continuous enrollment classes and payments for the upcoming month.
- *Past-Due Accounts:* If your Autopay card on file does not process and payment cannot be made, your enrollment will be cancelled after an email notification attempt to reach you has been made.

Welcome to Cutting Edge Athletics: The “Detailed Version”
Please take a moment to familiarize yourself with our Enrollment and Billing System

Continuous Enrollment and Automatic Monthly Billing:

Cutting Edge can accept new gymnasts at any time as long as there is still room in the class you would like to enroll in (Dancers can only enroll during open enrollment periods). Tuition will be adjusted to how many classes are left in the month. Once registered, your child will be **automatically** enrolled in the class they know and love **continuously each month** unless you ask us to transfer them to a different class or submit a drop request. No need to re-enroll each month and risk a class becoming full. Under this continuous enrollment program, ALL of our classes have reoccurring monthly tuition excluding the drop-in back handspring tumble clinics and special events.

Credit/Debit Card (Autopay) on File is Required:

All Cutting Edge Families are required to keep a valid card on file (we accept Visa or MasterCard). This includes Tumble Clinic participants. After entering a card in our system, the only information visible is the last four digits and expiration date of the card. This card is charged when you request us to use it for a purchase, automatically on the 24th of each month for the upcoming month’s tuition balances, and all other unpaid account balances (including the anniversary fee when due). **You will automatically receive an e-mail receipt of your purchase when your Autopay Card on File is used.**

If you drop a class and re-enroll at a later date, your Autopay information will automatically be enabled again. You can update your Autopay information/personal information online or call us and we will be happy to update it for you.

You may pay your account balance at the front desk (by cash, check, or another card) on or before the 23rd of the month and your Autopay card on file will not be charged.

Anniversary Fee:

All families will be charged a \$30 anniversary fee at the time of registration. Then, there will be a \$25 annual anniversary fee each year after the first. The anniversary fee is non-refundable.

Class Drop Request:

You may submit a drop request online from the convenience of your home or at the front desk with a Hospitality Leader. **A drop request must be submitted on or before the 23rd of the current month so that you are not charged for the following month’s class.** This gives the gym an adequate amount of time to contact wait-list students for the class and make adjustments for coaching needs. We cannot drop a student mid-month and pro-rate the tuition. Your class ending date will be the last class date of the current month.

**E-mail Notifications:*

If you have a balance on your account, you will receive email notifications reminding you that Autopay Day is approaching on the following dates:

15th of the Month: When your accounts are invoiced for the next month’s tuition.

21st of the Month: A courtesy reminder that Autopay Day (the 24th) is approaching. Log into your account and review your balance as monthly payment amounts may vary due to adding or dropping classes and as other charges/payments are applied to your account.

24th of the Month: Any unpaid account balance (including next month’s tuition) will be debited from the card you have on file on this day.

PLEASE, if you know our Autopay day will not line up properly with your month's financial situation, submit a Post-Dated check to the front desk before the 24th. This will hold your class spot while allowing you a few more days. We accept post-dated checks dated up to the Saturday prior to the 2nd Monday of the next month. We all have unexpected expenses come up!

Past-Due Accounts: Accounts Without Payment on the 24th:

Your class enrollment will be cancelled and your child's class spot will be made available to others if your Autopay card on file does not go through on the 24th and your payment cannot be processed. We will try to contact you first by your primary phone and email on file to notify you that a new card is needed. An e-mail will notify you that due to non-payment, your child has been dropped from their class. At this point, you **MUST RE-ENROLL** with payment to attend the next month's classes. You will also be asked to update your Autopay card before an enrollment or payment can be accepted. **PAYMENT SAVES YOUR CLASS SPOT!**

You are responsible for all costs incurred for collection of any delinquent payments, including but not limited to collection of return check fees.

Refund Policy:

NEW Students refund policy

100% tuition back guarantee if requested at the end of your second class. **The anniversary fee is non-refundable (\$30).** At the start of your third class NO refunds will be given.

RETURNING Students refund policy:

If you submit a drop request after Autopay Day (24th of the month) and the last day of the current month, we will refund the upcoming month's tuition minus a \$10 refund processing fee PER STUDENT. Refunds are in the form of CEA checks only. You can choose to place a credit on your family's Cutting Edge account in place of a refund check and there will be no processing fee.

***Once a new month has begun, refunds will NOT be given or pro-rated regardless of attendance. No refunds or credits can be issued for partially attended months.**

What to Wear:

Gymnastics: Boys or Girls may wear tucked in t-shirts and shorts OR Leotards for Girls (tight fitting clothing without buttons and zippers is also acceptable). NO chewing gum or jewelry. Earrings - studs are fine but no hoops or dangling styles. Hair should be pulled neatly and securely away from the face so that it stays up for the entire workout. Girls should not wear bows or other large hair ornaments that may cause discomfort during activity. All gymnasts will enter the gym in bare feet to avoid slipping on the trampolines or balance beams. Personal items should be left in cubby holes. Cutting Edge facility or staff will not be responsible for ANY items that may be lost or stolen. Be sure your student's personal items are marked with their name.

Dance: Please refer to the "Dress Code" form located at the front desk for each specific dance class's required attire.

Arrival and Pickup

Arrive 5 minutes before the scheduled class time. Please pick up your student on time. Parents of children ages 6 and up are welcome to leave the facility and return at class ending. Parents of children ages 5 and under are required to stay in the facility lobby (they may need you for bathroom breaks). Please inform us if you know you will be late picking up your student. Instruct your student to wait inside the building and you should escort them from the building to your car. During peak times the parking lot is crowded. Please take into consideration that our students include young children. Drive slowly and carefully! Do not take a chance on your student running to and from your car.

Frequently Asked Questions

Q: How do I change my Autopay card information? I got a new card...

A: Log into your CEA account with your e-mail address and password at www.cuttingedgeusa.com. Go to Payments and click "Update Autopay". Or, you may ask a front desk Hospitality leader to assist you.

Q: How do I pay my bill?

A: We will process your balance due automatically with your Autopay card on file on the 24th of each month, prior to the following month's classes. **OR** you may pay your account by cash, check, post-dated check, or a different credit card on or before the 23rd of each month prior to the next month's classes at our front desk.

Q: How do I drop a Class Online?

A:

1. Log into your account at www.cuttingedgeusa.com
2. Select the "Enrollments" button on the left
3. Click "View"
4. Click "DROP" and type in anything you think we should know
5. Click "SUBMIT DROP"

*If you cannot remember your password, we can reset it at the front desk, please call 586-469-2582

Q: What if I need to change my child's class day or time? What if my child has been invited to move up to a different level class?

A: It is important that you request a transfer on or before the 23rd of the month so that we can enroll your child in the correct class. We want to make sure that your account will be charged for the correct class tuition. Although we can still accommodate class change requests at any time (subject to class availability).

Q: How do you pro-rate classes if I sign up later in the month?

A: We pro-rate based on four weeks of classes per month even though some months have a fifth "bonus" week of classes. Should you start a class mid-month, we would pro-rate your charge based on how many classes are left in the month. *However, we cannot drop a student mid-month and pro-rate the tuition. You are committed throughout the end of the month. Please remember that your family anniversary fee is annual. If it's been a year or longer since your last class, your anniversary fee may be due again for the upcoming year.

Q: What if my child misses a class? Can they make it up? Is there credit given for missed classes?

A: Just like college, your tuition pays for a class spot, REGARDLESS OF ATTENDANCE. As a courtesy to our customers, gymnasts are allowed unlimited make-ups as long as space is available in another class. Because of our strict student to teacher ratio, make-up classes are not guaranteed and depend on class availability. Make-up classes must be pre-scheduled with the front desk or online. **MAKE-UPS DO NOT CARRY OVER INTO THE NEXT MONTH.** Tumble Clinics (Ages 8 and up) are also available to be used as a make-up. **Cutting Edge does not issue refunds for any missed classes.** This includes missed classes due to holidays. When there are five classes during the month instead of four there will be no extra charge although it will be considered a makeup for classes missed while we are closed for the holidays. Our tuition is based on a four week month.

Thank you for taking the time to familiarize yourself with our enrollment and billing policies!



586-469-2582

**44380 N. Groesbeck Hwy.
Clinton Twp. MI 48036**