

Policies and Procedures

Free trials, Memberships, and move-ups.

Free trials: All new students are welcome to sign up for a free trial week, and can try any of the standard classes we offer. **Free trials are not permitted for open gyms, or special events**

Memberships: All new members to sign up pay a **one time** registration fee of \$10, and should NOT have to pay it again even if you leave and come back years later.

We offer many flexible options for memberships; 4, or 8 class pass (Punch card), month to month options, as well as 3, 6, 9 and 12 month contract options at discounted rates, but would require you to sign a contract, as well as to be put on Auto-pay by card for the duration of the contract. Early termination fee is 50% of the remaining balance due for contract period.

Membership cancellation: You are solely responsible for ensuring all your records are current and accurate. Failure to cancel your membership or inform us to cancel the membership will result in you being charged for the duration of your membership whether you were present or not. Our database charges based on the number of students we have, and if it is showing people that aren't there, we are being charged for people that aren't there. So please be vigilant, and cancel the membership yourself via the member login, or inform us you would like to cancel it so that way it's not on you.

Move-ups: Membership fees do not include one time move up fees advance to the next levels. \$5 per each level advancement. Everyone is required to start in a level 1 class, and after assessing will be moved to the appropriate level class for them. No move up fees are charged during this process, but will be charged once they advance from their current skill level class. A set number of classes is required prior to advancement so that the participant is physically and mentally prepared for the possible rigors of reaching the next levels.

Payment options, due dates, auto-pay, fees, referrals.

Payment options: Payment for membership or special event is required prior to participation, and can be done by Cash, Check, or Card, and is due the day of the event, or the first of each month. Make checks payable to: Blue Ridge Motion. In the event the check is no good, a \$25 fee will be placed on your account in addition to the funds unpaid.

Tuition due dates: Tuition will be due, the first week of each month. Depending on when you sign up for a membership, that first month will be prorated (reduced) to a lower rate in accordance with the number of classes left for that month. so that your billing cycles can fall on the first of each month.

Note: we do not prorate for months with less classes in them, as some months have more classes than others likewise, we do not charge more for months with more classes.

Auto-pay Feature: You have the option to set your bills to automatically be paid at the first of each month with your card. If you choose to go this route, we will give a \$2 dollar discount to which ever Blue ridge Motion membership you have (doesn't apply to already discounted memberships) and will require that you cancel or let us know when you cancel it, so it doesn't continuously bill you every month.

Late Fees: Failure to make your payment before the end of the first FULL week of the month will result in a \$5 late fee charge for every week you fail to pay the bill or fail to inform us of your membership cancellation. You will be required to pay any fees due, due to failure to inform us of your intentions.

Referrals: \$15 will be taken off one month of your tuition for every person you get to purchase a membership with us, in addition they will get the \$10 registration fee waived for signing up through your referral but they have to mention you by name, and not have held a membership with us before.

Flexible budget plans: We understand not everyone can afford to come, so we have a process that is rather simple. We go over what your current income(s) are as well as current expenses, then come up with a figure and or plan that works for you and is fair to both of us. This can include work trade, barter, or budget.

Communication, Holidays, closings, make-ups.

How we will reach out to you: We will send out notice as soon as we have the info via Email newsletter mailing list, Facebook, and our website news page. Please check one or all of those to find the most up to date info on closings and events happening. Alternatively, if we are aware of a half day, we may open early for kids to have a place to hang out, so give us a call and see if we're open!

Holiday closings: We sometimes close classes, but not open gyms, or special events, please refer to the calendar on our website, or give us a call when in doubt. We are closed for standard classes, for the following dates; **January 1st** – New Year, **May 28th.** - Memorial day. **July 4th.** - Independence day. **September 3rd,** - Labor Day, **November 12th.** - Veterans Day. **November 22nd,** Thanksgiving, **December 25th** through **January 1st.** - Christmas, through New Year.

On those days we will not be doing standard classes, but still may have special events. Feel free to check out the calendar for those days when the time comes.

Closings for bad weather: For simplicity, we will usually follow the Christiansburg school closings, but sometimes they close and nothing happens, so when in doubt, check the Calender on the website, and give us a call to confirm it. We will make a final call at least 1 hour before the first class.

Make-up classes: Sometimes you may be gone or busy a certain week, or we may be closed for Holidays or weather, If this is the case, you are welcome to do make-up sessions for the day or days you missed. You can bring them any day that is suitable for their skill level. (please refer to calendar for what classes are offered and at what times. If there is no suitable time, please ask us to help schedule one for you). Missed classes do not carry over into the next month. Our database doesn't have the capability of doing that at this point so each month is a new deal, unless you are on a punch card, or extended contract type membership.

Emergency Action Plans.

Injuries, and how we handle them: In the event of a minor injury (Sprain, bruise, scratches etc...) Basic first aid will be rendered from the BRM Staff. BRM Staff will never administer medications, or give over the counter drugs such as advil or other anti-inflammatory drugs. Basic First aid is defined as applying band aids, or bandages for minor injuries, disinfecting cuts, wrapping sprained ankles, etc... BRM staff are not physicians and will not diagnose or treat injuries. It is up to the individual to seek their own medical advice from a professional in the medical field.

In the event of a serious injury, such as a bone break, or more catastrophic injury, the first priority if deemed necessary will be to call Emergency medical services on behalf of the parent or guardian, and then we will contact the parent(s), then the emergency contact listed on your profile. Attempts will be made until we get a hold of someone.

Contact and information.

Gym owner: Elijah Bowen – phone: (540) 577-0148. **Email:** Officestaff@blueridgemotion.com
Gym address: 492 Kiwanis LN SE, unit D, Christiansburg, VA, 24073. (This is NOT a mailing address, so please do not mail anything to this address.)