

Policies and Procedures

Free trials, Membership fees, and move-up fees.

\$10 Trial Class: Come in and for just \$10 try a class, no obligations to sign up after. If you do, the money will count towards the membership option of your choice.

Memberships: All new members to sign up for a membership pay a **one time** registration fee of \$15.

We offer many flexible options for memberships; 4 or more class pass (Punch card), month to month options, as well as 3 to 12 month contract options at discounted rates; this option requires full payment up front, but if that's not doable, we 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. We are very flexible for you and can work out whatever deals need to be worked out.

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 registered, 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 move up fees for advancing to the next levels. \$5 per each level advancement. Everyone is required to start in an introductory 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 NOT required prior to advancement, however, certain skills, physical capabilities, and maturity levels all play a role in move ups. Students will be assessed by a BRM certified instructor.

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 class week 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. Unpaid dues will be authorized to be auto debited in the event that you owe a balance you have not paid. Should this not be possible, we will report the debt to a credit agency and fine you the standard late fee listed below.

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 week 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.

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. We just ask that you communicate with us if you have to be late.

Flexible budget plans: If needed, we work with your budget to help you or your kids attend, and we also consider trades, and barter. Just ask us, and we will make it possible for you to come.

Refunds: We consider refunds on a case by case basis, but our usual policy is to issue the refund as a credit towards other services or products offered by us in the event you did not use your classes, passes, or other registered services and events. If you cancel 2 weeks prior to an **event** (not the same as classes, or passes etc), we will issue you the full refund, but after that, we can either issue you a 50% refund or credit you the whole amount for other things.

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. When in doubt, call us!

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 - Memorial day. July 4th. - Independence day. September - Labor Day, November - Veterans Day. November – 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 Calendar 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: Missing days is no problem. You can make them up on different days. Just find a class in the correct level and reserve your place. (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:** Elijah@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.) **Website:** BlueRidgeMotion.com