



Office Hours

Monday - Thursday 3pm-8:30pm

www.flipsideempire.com

636-933-0773

Information or Billing Inquiries: office@flipsidetoo.com

2024-2025 GENERAL RULES HANDBOOK

Welcome to Flipside! We are very excited to have the opportunity to work with your child. Thanks to our customers, we experienced a lot of growth this past year and hope to continue this trend by giving your child a great learning experience, filled with confidence building, new skills, and memories that will last forever. Enclosed in this packet are the rules and expectations of Flipside. Please read the packet and go over it with your child.

Parents/Guardians will be required to create a Parent Portal account, provide a valid credit/debit card on file and agree to legalities/waivers in Parent Portal.

RECREATIONAL MONTHLY TUITION AGREEMENT

EARLY BIRD TUITION

REGULAR TUITION

\$75/month paid on or before the 1st	\$85/month paid after the 1st
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(Tuition payments not received on or before the 5th of each month will incur a \$10.00 late fee)

Tuition payments represent costs over the entire year and DO NOT depend on the number or length of classes / practices in any given month or quarter.

Policies, pricing and due dates are subject to change at any time.

REGISTRATION FEE – Every athlete is required to pay a **\$45** registration fee (Family Rate **\$60**) upon registration and every following year on **June 1st**. This fee is non-refundable, non-transferable, and cannot be prorated.

PAYMENT DETAILS

- Flipside requires all customers to have a valid credit/debit card to be on file in their Parent Portal account.
- **Parent Portal is NOT an automated monthly payment system**, therefore, it is the responsibility of each customer to submit payment when using this system in order to avoid late fees.
- Flipside accepts credit/debit, cash, check, or money orders and reserves the right to request any one of these payment methods from any customer.
- Payments can be made on the customer's JackRabbit Parent Portal account 24/7 or at Flipside's office during normal business hours.
- Tuition and registration fees are due at the time of enrollment in any class, private lesson or event. Any unpaid invoices will be charged to the credit/debit card on file.
- Payments are automatically applied to the oldest, unpaid invoice on the customer's account.
- Tuition Fees are NOT prorated for holidays, missed practices, or vacations.
- It is the responsibility of each customer to notify Flipside's Office, via email or in writing, of any class / private lesson / event changes (transfer requests, cancellation requests, etc) prior to the 1st of each month. Customers not notifying Flipside's Office of changes prior to the 1st day of any given month, will be responsible for the upcoming month of tuition.
- All eligible credit/debit reverse charges will be subject to a 10% processing fee.
- All returned checks will be charged a Returned Check Fee of **\$30**. (Cash, debit/credit card Only)
- Past due invoices may be charged to the card on file at any time.
- Any athlete with an invoice on their account that is more than **30 days past due**, will not be eligible to participate in any classes, practices, competitions, or any other event associated with Flipside until all past due invoices are **Paid in Full**.
- Once an account becomes inactive, any credits remaining on the account will be forfeited after 12 months from the date the payment was received.
- All Past due accounts will be forwarded to Flipside's attorney for collection and the customer will be responsible for all attorney fees, court fees and any other costs incurred by Flipside while trying to collect debt.

COMMUNICATION

Our main form of communication is through EMAIL.

- Email is the most efficient way for us to get information to our customers quickly.
- Expect to receive general, class and billing information through email.
- It is each customer's responsibility to keep Parent Portal contact and billing information updated.
- Most information can be found in Flipside Handbooks, on the website at www.flipsideempire.com and/or in sent emails. Please be considerate and check the information that has been made available to you prior to contacting the office,

INCLEMENT WEATHER CLOSINGS

Notice of weather closings will be emailed to active contacts and posted on Flipside's social media page. When possible, our goal for announcing closures is 2pm.

SECURITY

For the security and safety of all students, Flipside staff and our facility, Flipside is equipped and monitored with video and audio surveillance equipment as posted at the entrance of the building.

INJURY, ILLNESS & LIABILITY

Although we strive to provide the safest possible environment for our parents and athletes, injuries and/or illnesses may occur.

- **Flipside, Flipside coaches, and Flipside staff** are **Not Liable** for any expenses incurred from injuries or illnesses resulting from participation in our program.
- Flipside requires every athlete and their family to have their own insurance coverage for any medical or other expenses.
- Students, out because of injury **MUST** provide a doctor's note/release. Your child will not be able to return until a doctor's release is provided.
- Students that have had a fever or have been sent home from school due to any medical reason, please allow a minimum of 24 hours before returning to Flipside.
- Flipside does not supply pre-wrap and athletic tape. If needed, athletes must supply their own pre-wrap and tape. All taping is to be done prior to class / practice time.
- Casts that are hard and unyielding or have rough edges must be appropriately covered with a padded material, protecting both the athletes and Flipside staff.

FLIPSIDE RULES

Parents/guardians are to observe all classes and practices from the upstairs viewing area or the outside patio ONLY.

- **ONLY** Flipside staff and athletes are allowed in the gym area **AT ALL TIMES**.
- **DO NOT** view classes from the main walkway or stairs. Per Festus Fire Department, a clear pathway must be maintained from upstairs seating to the front door of the facility.
- Be courteous to others by not standing in front of the viewing glass.
- Do not distract athletes, in any way, from viewing areas.
- You are responsible for your non-participating children while visiting Flipside, please never leave any child unattended.
- Please help keep the viewing area clean and clutter-free, not only to ensure safety, but also to ensure everyone can enjoy watching their children.
- All students are to remain in the viewing area until an instructor brings the class into the gym area.
- Arrive no earlier than 10 min prior to class scheduled class time.
- Use the restroom, get drinks and be dressed prior to the start of class.

Flipside parking lot and patio.

- Drivers, please be alert and drive slowly when navigating the parking lot to ensure all of the children and their families are safe.
- Please obey marked parking spaces and signage.
- Please **DO NOT** park in Flipside staff parking spaces. Flipside staff's safety when leaving late in the evening is a top priority.
- No parking in the emergency vehicle lane (marked with hashed marks) just past the front door.

- Please feel free to bring lawn chairs to enjoy your time at Flipside from the patio.
- Please refrain from bringing any items that could cause injury or damage to property. (e.g., balls, bikes, skateboards, hoverboards, pogo sticks, etc.)

No food, drinks or gum allowed in the gym area.

- Water **ONLY** is allowed in the locker room.

Flipside is NOT responsible for lost, stolen or broken items.

- **DO NOT** bring valuables to the gym.
- Cell phones and Smart devices **MUST** be turned off and stored in a locker during class.
- Student's bags and gear are to be kept in lockers.
- Locker room floor is to be kept clear at all times.

What is appropriate attire?

- Athletic attire must be worn during all practices.
- Individual class attire requirements are to be followed.
- Hair must be pulled up at all times.
- No jewelry of any kind. Jewelry must be removed prior to practice /competitions and may not be taped over.
- Apparel deemed inappropriate or disrespectful is **NOT** allowed.
- Apparel from any local gym competitors is **NOT** allowed.

Safety! Safety! Safety!

- No horseplay at any time.
- No tumbling before or after class times.
- Students are only allowed to perform a skill while under a coach's supervision.
- Students are only allowed on Tumb-Trak under a coach's supervision.
- Students are not to attempt to spot other students.

Flipside loves when you "REPRESENT"..... BUT.....

- The use of Flipside's name and logo may **NOT** be used, in any circumstance, without prior consent from Flipside.
- All Flipside apparel and merchandise is to be purchased from Flipside **ONLY**.
- Representation of Flipside concerning competitions, accommodations, apparel, or any other Flipside related business is **NOT** allowed without prior consent of Flipside.

What about Internet and Social Media activity?

- Pictures and positive posts are strongly encouraged. Please tag **#flipsideempire**
- Any form of Bullying, negative posts or comments concerning Flipside staff, any athlete, or any parent **WILL NOT BE TOLERATED** and will result in dismissal.
- Flipside reserves the right to utilize photos or videos of its athletes representing Flipside for the purpose of advertising, website, social media, etc

If you are unable to attend a class/practice, will be late, want to switch classes or don't plan on attending, please email or call the office.

- **DO NOT** call, text or tell the instructors..

Flipside is a Family Friendly environment.

- Alcoholic beverages, individuals under the influence and profanity are not allowed on Flipside property and will not be tolerated.

We are more than willing to discuss any issues or answer any questions that pertain to your child, you may have, but please make sure it is the appropriate time.

- During practice is **NOT** an appropriate time.
- During a competition is **NOT** an appropriate time.
- In front of other parents or children is **NOT** an appropriate time.

- Please keep in mind, if upset, it is almost always better for everyone involved to allow a 24-hour waiting period.
- Your patience and respect is always greatly appreciated and will be reciprocated.

APPAREL / MERCHANDISE / RECITAL COSTUME ORDERS

We do our best to offer high quality items at an affordable price for our customers. To maintain our pricing, please make full payment by order due dates.

- All merchandise must be **paid in full** before order will be placed.
- **NO** returns or refunds on ordered merchandise.
- Merchandise will be withheld from customers with past due invoices on their accounts.
- All merchandise must be picked up within **30 days** of being notified or will be forfeited with **No Refund**.

REFERRAL CREDITS

Customers can now receive free credits on their accounts by helping to spread the word about Flipside.

- Refer a new customer that enrolls in our competitive cheer program, receive a **\$40** credit on your account.
- Refer a new customer that enrolls in a recreational class, receive a **\$20** credit on your account.
- New customers **MUST** input your name in the Referral Name box at time of online registration to receive referral credits.
- All referral credits **MUST** remain in the athlete’s Flipside account and can be used for tuition, open gyms, clinics/camps, birthday parties, competitive cheer fees and Flipside merchandise.
- All referral credits will be applied to any outstanding balances in an athlete’s account before it can be used for any other purpose.
- Flipside **WILL NOT** refund any portion of credits received from referrals and credits are non-transferrable to anyone outside of the original athlete’s immediate family.

IMPORTANT DATES FOR 2024/2025

May 22 -June 2, 2024	Memorial Day (Gym Closed)
June 3, 2024	Summer Classes Begin
July 4, 2024	Fourth of July (Gym Closed)
Aug. 23 - Sept. 3, 2024	Labor Day (Gym Closed)
Sept. 4, 2024	Fall Classes Begin
Oct. 31, 2024	Halloween (Gym Closed)
Nov. 27 - Dec. 1, 2024	Thanksgiving (Gym Closed)
Dec. 2, 2024	Twin City Christmas Parade (Gym Closed)
Dec. 24, 2024 - Jan. 4, 2025	Christmas (Gym Closed)
April 20, 2025	Easter (Gym Closed)
May 12 - 15, 2025	Recital Dress Rehearsal
May 17, 2025	Gymnastics Spring Show
May 18, 2025	Recital

RECITAL CLASSES

COSTUME EARLY BIRD PRICE

COSTUME REGULAR PRICE

\$85 - paid on or before November 1 st	\$95 - paid after November 1 st
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(This fee is non-refundable)

RECITAL FEE EARLY BIRD PRICE

RECITAL FEE REGULAR PRICE

\$75 - paid on or before March 1 st	\$85 - paid after March 1 st
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(This fee is non-refundable)

Flipside's Annual Recital will be held **May 18, 2025**.

Dress Rehearsal for recital will be held **May 12-15, 2025 during regular class times**.

- All students enrolled in a recital class are required to attend both the rehearsal and recital.
- Dedication and attendance in class ensures students will be prepared for the recital. Please plan to attend all scheduled class times.

Recital Costume

- Sizing date TBD.
- Acro, Pom/Tumble, and Dance/Hip Hop classes will receive a costume.
- Recreational Cheer Classes will receive cheer shoes and cheer bow. All Recreational Cheer students will be required to have black shorts that will be worn with the recital t-shirt for their recital performance.

Recital Fee

- Includes a Recital T-shirt and 4 tickets to the show. (# of tickets could change due to capacity restrictions)
- For families with multiple children in recital classes, each family is only required to pay one recital fee.
- Additional Recital T-shirts will be available for **\$20** each.
- Additional show tickets (if available) will be **\$7/ticket** and will be sold on a first come, first served basis while supplies last. Due to venue restrictions, no ticket sales will be allowed at the recital location.

GYMNASTICS SPRING SHOW

EARLY BIRD PRICE

REGULAR PRICE

\$45 - paid on or before March 1st	\$55 - paid after March 1st
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(This fee is non-refundable)

Flipside's Annual Gymnastics Show will be held **May 18, 2025** at Flipside.

- All students enrolled in a gymnastics class are required to participate in the Annual Spring Show.
- Dedication and attendance in class ensures students will be prepared for the Spring Show. Please plan to attend all scheduled class times.

Spring Show Fee

- Includes a Flipside leotard and 2 tickets to the show.
- Additional T-shirts will be available for **\$20** each.
- Additional show tickets (if available) will be **\$5/ticket** and will be sold on a first come, first served basis while supplies last.