

Trilogy Dance & Tumbling Center, LLC
Welcome Packet 2023-2024

Welcome to Trilogy Dance & Tumbling Center, LLC! We are so glad you have chosen us for your child's dance, tumbling, gymnastics, and cheerleading needs. In this packet you will find information explaining what to expect here at Trilogy. Please read through carefully and if you don't feel you agree with, can be respectful of, or are not comfortable with any decisions or rules set forth by Trilogy Dance and Tumbling Center, LLC or its staff we thank you for your time and wish you all the best in your search for another studio or gym that may suit your needs and wants better.

Most communication is done via email at trilogydtc@gmail.com.
Competitive Gymnastics Team can email Coach Abby at abbytrilogygym@gmail.com.
Cheerleaders can email Coach Cat at cattrilogycheer@gmail.com.

Please watch for reminder emails, Newsletters, and updated signs in the lobby or on Facebook.
Please update the office and your Parent Portal of any email, address, or phone number changes.
Every student must have a completed Registration & Insurance Waiver signed online to participate in classes or events.

Please watch our website www.trilogydtc.com, Facebook, and Instagram for updates as well. Our phone number is (314) 285-8560 where you are welcome to leave a message anytime. Someone will return your call as soon as possible.

General office hours: Monday-Thursday 4:30pm-8:30pm
All messages are generally returned during office hours in the order received. Please leave a detailed message so we are best able to find the answers needed upon our response.

Tuition

- Trilogy runs on a monthly automatic payment withdrawal system using the credit/debit card you have on file in your Parent Portal. This will run the 25th of each month for tuition ONLY. The first month you will also receive a charge for the Yearly Registration Fee (come Fall).
- If you prefer to pay using cash or check please bring into the office prior to the 23rd of each month.
- We DO NOT accept credit/debit cards here in the office. If you would like to change the card being used please access your Parent Portal and edit your information.
- Tuition rate information is listed on the website at the bottom of the Registration tab. Please see staff for additional rates not listed.
- Tuition is not prorated for missed classes. We work on a 4 classes per month average where months having three classes are not prorated but months with 5 classes are not charged more. Make-ups are not provided unless Trilogy cancels classes. (Summer has a one week vacation prorate if you fill out the form at the front desk prior to the month).
- Tuition is non-refundable for missed classes, holidays, or vacations.
- Acceptable payment methods are cash or check made payable to Trilogy or using a Visa or Mastercard Debit or Credit card through your Parent Portal. If there is an overpayment it will be applied to your account as we can't make change. We do not have a mailbox for this location so please do not mail payments to the physical location address.

- Rates other than tuition **MUST** be turned in as cash or check so we are able to avoid additional processing fees. You may authorize your card to be used for a transaction only while in the office. A 8% processing fee will be added to charges using your card on file that is not for tuition.
- Please note you will receive a statement the middle of each month so you are aware of what charges are on your account and what has been paid as you cannot see this on the Portal.
- Students with accounts that are 30 days past due will not be allowed to participate in class. Students with accounts that are 60 days past due will be removed from his/her class without refund of any money previously paid. Students must have a current account to have costume/uniform/leotards ordered, receive costumes/uniforms/leotards, participate in competitions/meets, purchase recital tickets, and participate in recital and/or tumbling medal ceremony.
- After we have received payment declined messages twice on your account there will be an additional \$10 fee added to each attempt to run thereafter.
- **You are responsible for tuition in a class we are reserving a spot for your child in. A Drop Notification slip must be filled out online if your child will be leaving the program for the monthly withdrawal to be discontinued. No shows are not dropped until we receive notice therefore are responsible for tuition. You will find the Drop Notification on our website www.trilogydtc.com under the About tab. Drops must be received by the 23rd of the month for the tuition withdrawal to be stopped. If a payment goes through that spot is yours for the month and will not be refunded.**
- All past due accounts will be forwarded to Trilogy's attorney for collection and the customer will be responsible for any fees incurred by the attorney.
- There is a \$25 returned check fee in addition to your bank fees. After three you will be required to make only cash payments.
- Please label all payments turned in with the student's name and what the payment should be applied to.

Attire

- Appropriate attire must be worn to every class. This is listed under the Programs section on our website www.trilogydtc.com. Dance may include leotards, ballet skirts, crop tops, camisole tops, booty shorts, leggings, and tights which allow us to see shape lines, placement, and spot if needed. Gymnasts should wear leotards with optional tight shorts. Cheerleaders may wear athletic or tight shorts, crop top, camisole top, t-shirt, leotard, or leggings. *Please no baggy clothes or denim.
- Hair must be completely tied back out of the face, no jewelry (exception stud earrings) should be worn.
- Shoes will be discussed upon enrollment depending on class and must be worn to every class. Please label all shoes! The assigned dance shoes are required by picture week in the spring.
- No footed tights or shoes may be worn for tumbling or gymnastics classes.
- Trilogy dance uses particular brands of shoes and tights you can find at On Pointe Dancewear off Telegraph. Mention you dance for Trilogy and they will know what you need. (636) 305-2090

Class Cancellation Policy

- Trilogy reserves the right to refuse service, cancel, add, combine classes, change classes, or switch instructors at any time.
- Missed classes will not be made up or pro-rated unless canceled by Trilogy in which we will provide a make-up time.
- If a teacher must miss class for personal reasons we will do our best to find a replacement teacher. In the event a sub is not available you will receive an email if in advance or phone call if it is the day of class and will be made up.

- *Weather cancellations will be made at approximately 3:00pm. These cancellations will be posted to Facebook and sent via email. Make-up class times will be available. We do not follow any particular school closings.*
- *Based on a schedule built on an average of 4 classes per month from September through recital some classes may have built in extra days to be used for cancellations or need make-up classes to squeeze them all in the season. Once the recital date has been set we will adjust the calendar as needed.*
- *We have no control over the viruses and illnesses going on around us. If Trilogy is forced to close we will continue the remainder of the months classes already paid by another avenue of learning such as virtual, there will be no refunds. If we are forced to close for a lengthy period of time we will have to re-evaluate at that time the best plan of action.*

Recital & Shows

- *Dancers and Sparkler Cheerleaders will be participating in a Christmas Show here at Trilogy on Friday, December 8th. There will be a minimal fee to help cover the cost and include a specially designed shirt and the price of admission will be an item donated towards the charity we choose this season.*
- *An end of year recital date will be announced as soon as dates are available for dance and Cheer (May 10th-11th). Tumbling, gymnastics, Parent and Tot classes do not participate in the recital. All dance classes regardless of style do participate as well as both recreational and competitive Cheer.*
- *Attention Dance Students: There will NOT BE be a Recital Fee, however, all items such as T-shirts and tickets must be purchased separately*
- *All students enrolled in dance and Sparklers classes are required to purchase recital costumes/uniform (approximately \$60-\$80 each) and participate in the recital. Tickets will go on sale in May.*
- *A \$25 deposit per costume will be due in October with the balance being due in December (see calendar for dates). Combo classes may have two costumes.*
- *Students with unpaid costumes in December will be dismissed from class without refund of tuition or registration fee.*
- *Upon ordering costumes in December no students will be added to dance, acro, and cheer classes, however, we will accept tumblers and gymnasts throughout the season in available spots.*
- *NEW! Gymnastics, Tumbling, and Cheerleading will have a Medal Week Ceremony at the end of the last class of the season. May 6th-9th.*

Other Things To Know

- *We are constantly updating our operating procedures to help keep our facility as safe and comfortable as possible. Please check under the NEWS tab on our website www.trilogydtc.com for the latest in safety measures and lobby restrictions.*
- *We do not allow parents or guests to sit inside our classrooms. The gym features large viewing windows, however, if they are a distraction to our students curtains will be closed. There is a TV monitor in the lobby for the dance studios which will frequently be available. With two studios it is not guaranteed to be in your dancer's class each week.*
- *Student attendance is critical in skill development, progression, and learning. Please let the studio/gym know if your student will be missing class.*
- *Students are not allowed to attend classes if they are ill or a member of their household is ill. While we realize you want to bring your student to their class you are paying for we also ask you to remember that if we have an outbreak of any kind Trilogy will be forced to close for a set period of*

time not allowing any students to continue with normal classes. The health and safety of all of our students and staff is of the utmost importance.

- Student's with a temp of over 100.0 degrees will be sent home as well as any student indicating ill like symptoms during class. Students are constantly encouraged to wash or sanitize hands.
- Trilogy has a no nit head lice policy. If a student has head lice or nits he/she is not allowed to return to class until they are clear.
- Please use the restroom before class. We can't leave our classroom to take little students to the restroom. If you plan on leaving please assign someone in the lobby to help if assistance is needed.
- **Please supervise your children while in the lobby, parking lot, or bathroom. The lobby is not a playground please no running, climbing, banging on windows, or yelling. Please note that Trilogy reserves the right to close the lobby for viewing if rules cannot be followed. We are conducting business operations.**
- Please use caution in the parking lot as Trilogy is not responsible for accidents or thefts. Make sure to supervise your children in the parking lot. DO NOT allow children to throw rocks outside as you will be responsible to damage if any occurs.
- Please use caution in the bleachers, do not place feet on walls, or hands on windows. And keep hands, feet, and other objects off walls and windows. We ask observers to remain in the bleacher area of the lobby as we are still conducting business within the same room.
- No students are allowed in the studio/gym without an instructor. Please wait in the lobby. Parents, siblings, guests, etc. are never allowed in the studio/gym without the instructor's invitation.
- Please enter the building no more than 5 minutes prior to your class time.
- Please pick up students on time. We do our best to keep Preschool level students in the gym until we see a parent in the lobby to pick them up. No student is allowed to wait outside of the building to be picked up. It is your responsibility to come pick up your child at the door if you are not in the building. Trilogy will not be monitoring students walking to individual cars any longer now that the lobby is open. Students under the age of 10 must be picked up by the bench area by the doors. Older students will be released to cross parking lots to your car alone. This is for safety!
- Please clean up after yourself in the lobby and watch your children while in the building.
- Please inform the instructor of any allergies, illnesses, or injuries that could affect your student while in class.
- Any student who misses more than two weeks due to medical reasons will need a medical release to return to class.
- **Gossip, inappropriate language or actions, and negativity in our building will not be tolerated by both adults and children.** We want all kids to feel welcome, safe, positive, and happy here at Trilogy and reserve the right to ask anyone to leave our building and/or program for student or family members behavior deemed inappropriate.
- Please do not interrupt class. If you must please inform front desk staff so they can poke in. Parents should NEVER open the gym or studio doors without permission from Trilogy staff.
- Please address any issues or concerns with your instructor at an appropriate time. There is little to no time for instructors between classes so we will not discuss issues while we are working with students.
- No gum, food, or soda is allowed inside the studios or gyms. Water is highly encouraged.
- Trilogy Dance and Tumbling Center, LLC is not responsible for lost, stolen, or damaged items brought into the studio, gym, lobby, or parking lot.
- Please label all dance shoes or items needed for class.
- Although Trilogy loves to see our studio represented, only Trilogy sold or approved apparel may be worn. Logo or studio name may not be used without the studio owner's written consent.
- Trilogy observes the following holidays with decorations, music, games, activities, etc. Halloween, Christmas, Valentine's Day, and Easter.

Additional, changing, and updated information as well as important dates will be added to the website and weekly emails. Please stay informed and have fun with us at Trilogy!

