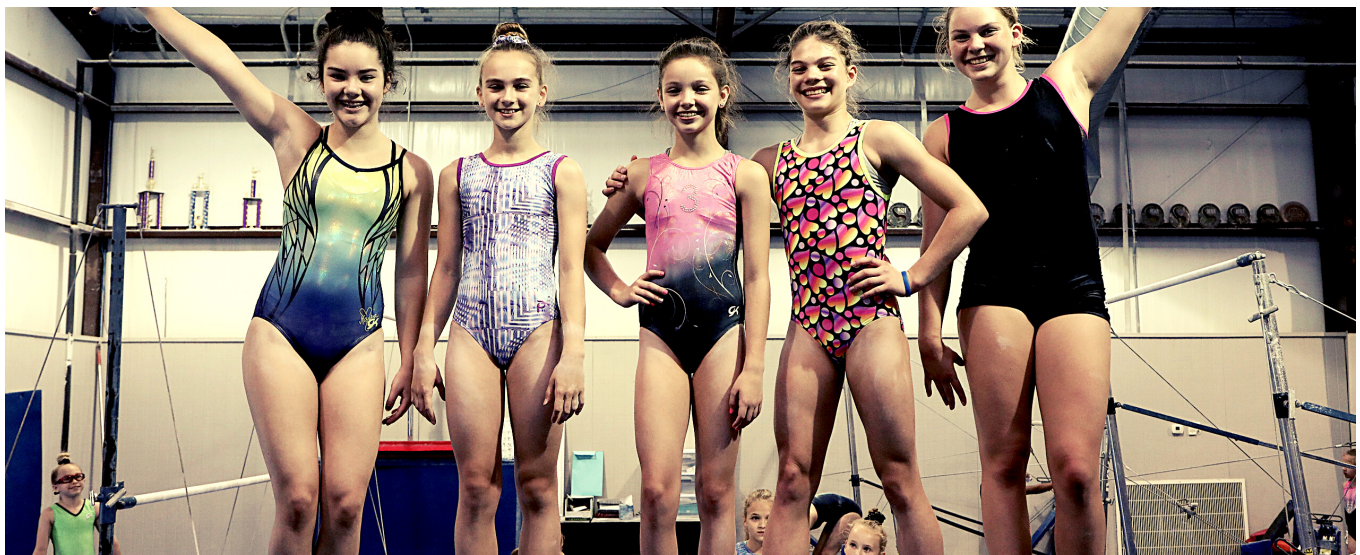




*Welcome to Iron Cross Gymnastics and Dance!*



## Our Mission

- To provide a positive, loving, and encouraging environment for our students.
- To build meaningful relationships with our students and families.
- To make a positive and lasting impact in our community.

## Our Values

- Team Work
- Ownership
- Encouragement
- (Like-Minded)
- (Honesty)
- (Compassion)
- (Integrity)
- (Initiative)
- (Responsibility)

## Our Culture

- Summarized into one word  
"LOVE"

## WELCOME!

Welcome to Iron Cross Gymnastics. We are so excited to have your family join our family! We hope that you will find that our program is the perfect fit for your children's needs! We will work hard to make sure your family has a truly meaningful experience with us.

## CURRENT SERVICES PROVIDED!

Recreational Gymnastics Classes (girls & boys)  
Pre-School Gymnastics Classes (girls & boys)  
Girls Competitive Gymnastics Teams  
Boys Competitive Gymnastics Teams  
Xcel Competitive Gymnastics Teams  
Home School Competitive Gymnastics  
Recreational Dance Classes (Ballet) (Jazz) (Tap)  
(Hip Hop)  
Competitive Dance Teams  
Birthday Parties (Gymnastics) ages 4 to 12  
Birthday Parties (Dance) ages 5 to 12  
Parents Night Out  
Open Gyms  
Apparel (Leotards) (Shirts) (Shorts) (Etc.)



*Welcome to Iron Cross Gymnastics and Dance!*

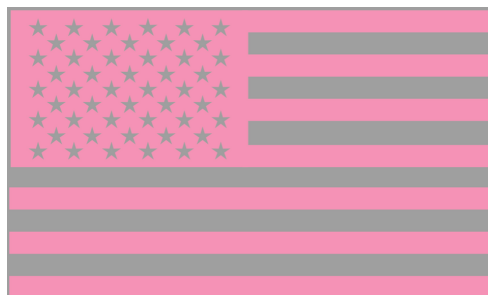
## **TRYING YOUR FIRST CLASS! (WE RECOMMEND CHECKING OUT THE EASY ALTERNATIVE OPTION FOR TRYING A CLASS.)**

### **STANDARD PRACTICE FOR TRYING A CLASS!**

All visitors and guests will receive their first class or membership choice for FREE! We want to make sure that your child gets acquainted with their coach or coaches and that they get to try a class in our program, before you as the parent or guardian commit to it on a financial level. It is extremely important to us that we make certain that each child feels comfortable and enjoys the full experience of becoming an Iron Cross Club Member. We also make sure that our parents get to meet the coach on the day of their trial and get a proper assessment of how their child responded to the class. After your child has attended their free trial class and you have made the decision to enroll, please see our front desk immediately to ensure that your enrollment process gets completed with payment. A class spot will not be held or reserved after the trial class if payment has not been received and enrollment procedures haven't been completed. We do offer our guests who try a class a **DISCOUNT of 10% if enrollment is completed the same day after the trial class has ended.**

### **EASY ALTERNATIVE OPTION FOR TRYING A CLASS!**

We have an easier way to enroll for parents who want to make absolutely sure that they do not lose their child's "reserved spot" in the class! Upon calling and setting up your "FREE" trial class, parents can pay for the enrollment in advance. We will **PRO-RATE** out the TRIAL CLASS that way it's, "no lines, no waits, no hassle, at the end of the class to get registered! We offer a 100% money back guarantee if you're not completely satisfied with our program within the first 30-days!





*Welcome to Iron Cross Gymnastics and Dance!*

## **ENROLLING YOUR CHILD!**

When enrolling at Iron Cross the first step is to decide which membership plan is right for you. We have different membership plans, each with their own unique value to offer. In our Gymnastics Program, we have Sapphire, Silver, and Gold with Gold being the “BEST VALUE” membership. In our Dance Program, we have Emerald, Ruby, & Gold with Gold still being the “BEST VALUE” (see membership plan brochure, or look at in on the website to help with your decision). When choosing a membership, it is important to keep in mind that Gymnastics and Dance are not seasonal sports. If you truly want to see your child maximize the best benefits from these sports, you have to think in terms of the “big picture”. It doesn’t matter what your starting commitment level is in our program. Our program is designed to maximize your child’s growth on an annual basis. On average, for a child coming once per week, it will take a full year to move from one level to the next. With that said, we break up the goals for our students within each level on a monthly basis. You will see the results of physical and mental growth in your children on a month to month basis. There is no short cutting good old fashion hard-work in life! In other words, perfect gymnasts and dancers are not produced over-night. It takes years of real time, commitment, dedication, and many other principals to train an “A” Class Athlete. It takes years to perfect their craft! An athlete must know how to have harmony mentally, physically, and spiritually. We teach our students to have this harmony by making their mental muscles strong, their physical muscles strong, and how having faith in themselves is key to success! Our programs are progressive and are designed to constantly build upon lesson after lesson, week after week, month after month, and of course, year after year.

## **ONLINE MEMBERSHIPS!**

We now have online memberships that serve atleast two separate purposes!

One: For the family that is just too busy or lives too far away to be able to bring their child to our facility!

Two: For the family that has their child enrolled in a class but would like more! Doing additional classes online provides both consistency and convenience!

Our online program is the perfect fit for any child doing any sport because our focus is more on strength, flexibility, and mental endurance! than it is on specifically gymnastics!

**We highly recommend trying our online services in addition to classes!**

PLEASE CHECK OUT OUR GYMNASTICS MEMBERSHIPS!

IRON CROSS  
**GYMNASTICS**  
MEMBERSHIP

FOCUS • STRENGTH • FUN

**LIVE + FREE**

• 100% AUTHENTIC •  
— 24/7 —

HOW IT WORKS

1. Check the membership level you are interested in.
2. Fill out the form below.
3. Hand the card in and we will follow up!

YOUR NAME

YOUR EMAIL

NAME OF CHILD/CHILDREN

GYMNASTICS MEMBERSHIP



- ☐ **SAPPHIRE MEMBERSHIP** \$97 Per Month  
**CLASSES** 1 Per Week  
**FREE** 2 Make-up Classes Per Month
- ☐ **GOLD MEMBERSHIP** \$167 Per Month  
**CLASSES** 2 Dance Classes / 2 Gym Classes | 1 Gym & 1 Dance Class  
**FREE** 2 Make-up Classes Per Month  
**15% OFF** Parents Night Out (PNO)  
**10% OFF** Birthday Parties & Clinics
- ☐ **SILVER MEMBERSHIP** \$107 Per Month  
**CLASSES** 1 Per Week  
**FREE** 2 Make-up Classes Per Month / Free Open Gym  
**10% OFF** Parents Night Out , Birthday Parties & Clinics

PLEASE CHECK OUT OUR DANCE MEMBERSHIPS!

IRON CROSS

# DANCE

## MEMBERSHIP

GRACE • STRENGTH • STYLE

LIVE + FREE

• 100% AUTHENTIC •  
— 24/7 —

### HOW IT WORKS

1. Check the membership level you are interested in.
2. Fill out the form below.
3. Hand the card in and we will follow up!

YOUR NAME

YOUR EMAIL

NAME OF CHILD/CHILDREN

#### DANCE MEMBERSHIP

IRON CROSS

- ☐ **EMERALD MEMBERSHIP** \$87 *Per Month*  
**CLASSES** 1 Per Week  
**FREE** 2 Make-up Classes Per Month
- ☐ **GOLD MEMBERSHIP** \$167 *Per Month*  
**CLASSES** 2 Dance Classes / 2 Gym Classes | 1 Gym & 1 Dance Class  
**FREE** 2 Make-up Classes Per Month  
**15% OFF** Parents Night Out (PNO)  
**10% OFF** Birthday Parties & Clinics
- ☐ **RUBY MEMBERSHIP** \$157 *Per Month*  
**CLASSES** 2 Per Week  
**FREE** 2 Make-up Classes Per Month / Free Open Gym  
**10% OFF** Parents Night Out , Birthday Parties & Clinics



*Welcome to Iron Cross Gymnastics and Dance!*

## TEACHING PARENTS ABOUT OUR SPORTS!

As your child grows and develops with us, we want our parents to as well! We work hard to make sure that our customers get as much knowledge and on-going education about what we are teaching and what our students are learning in our classes and other programs! We all want to grow together, and we believe that by helping provide knowledge to our families as well as our students, we are able to create a stronger support system for our kids as they learn to navigate the ups and downs of these difficult sports. We basically have five major ways of parent education.

- Monthly Lesson Plan Guidelines
- Parent Portal to Access Students' Skills
- Lesson Videos
- In-house Performances
- Member-Only Parent Face-Book Page!

## AUTO BILLING AND MONTHLY RATES!

Your membership rate is determined by the plan and level of membership that you decide is the best fit for your family's needs. The cost is broken down from an annual summary into a monthly rate in which all days that we are open and closed throughout the year are calculated into the tuition, therefor are already accounted for. We do not require any financial contracts that would require customers to stay in the program for a required length of time. **We do however, require payment of the first and last month deposit as well as an insurance fee/membership fee upon enrollment.** Basically, we are requiring any enrolled member to commit to their first and last month financially upfront; all months/years in-between that spectrum of time is completely up to you being the customer/club member. We also require a credit card or debit card on file to be charged on the first of each month for membership dues. If a customer would like to pay by cash or check they can, however payment must be made to our front office before the billing date, which is the first of every month to avoid the card on file being charged. Our management system is PCI secure and protected. Our management staff who is in charge of billing and accounts receivable can only view the last four digits of a customer's card on file. We email our customers a monthly invoice the day prior to billing.



*Welcome to Iron Cross Gymnastics and Dance!*

## **MANAGING YOUR CUSTOMER PORTAL!**

One of the many great things about our business is our user-friendly online management system which gives parents 24-hour access to their account. You will be able to see invoices, charges, and account history any time you want! You can also check out your child's progress through our online "skills tree system".

Simply go to [www.ironcrossgymnastics.com](http://www.ironcrossgymnastics.com) and click on Customer Portal.

Then select Create Account, follow the prompts. Our management system has a high-quality rating and is completely safe and PCI compliant to protect your information. We only can see the last 4 digits of your credit card, and all systems stay up to date with PCI Compliance and Online Information Laws.

### **Steps to Creating an ICLASS PRO ACCOUNT**

- Go to [ironcrossgymnastics.com](http://ironcrossgymnastics.com). Click on Customer Portal
- Click Create Account, put in your name, email, info, and choose a password
- Put in your child's name and info,
- Put in your Credit or Debit Card
- You're Done!

### **Once an account has been created, you can login anytime!**

1. Go to [ironcrossgymnastics.com](http://ironcrossgymnastics.com)
2. Click on Customer Portal
3. Put in your email address for your (LOGIN)
4. Put in your password for your (PASSWORD)
5. That's it! You're in and can manage your account.

## **HOW MANY CLASSES DO WE PROVIDE IN A YEAR?**

Each customer will receive a minimum total of 45 classes per year from the start of their anniversary date, assuming that your membership level is only for one class per week. If your membership is for two classes, you would receive a minimum total of 92 classes per year.

Tuition is not pro-rated for missed classes or holidays. Please remember that holidays and other times the business is closed has already been built into the annual premium. In order to receive the maximum dollar value of our programs, your child would need to be enrolled for a year or more, without taking any membership hold allowances. We highly value providing a quality product! This is why we create our pricing using an annual total and then dividing it into twelve pieces. It keeps things in our business consistent and allows for us to plan our student's goals and track progress over a reasonable amount of time. It also allows us to grow our relationships with our students and their families through the four seasons! We love the holidays, and we love getting to share that time with our customers. You will notice that we celebrate and decorate according to each time of year! Christmas and New Years is definitely our favorite time to share with the families of Iron Cross!



*Welcome to Iron Cross Gymnastics and Dance!*

## WHAT ABOUT THE HOLIDAYS AND THE CALENDAR?

Our business tries to stay in-line with the LCISD and FBISD school districts. We are closed for all major holidays and the following: (once again, these closures are built into our tuition, so we do not pro-rate)

- Two weeks for Christmas and New Years
- One week for Spring Break
- One week for the last week of school
- A partial week for the 4th of July
- One week for the first week of school
- **Unforeseen circumstances such as hazardous weather (flooding or hurricane). ICG reserves the right to close for a maximum of up to FIVE DAYS if unforeseen circumstances occur without providing make-ups, credits, or refunds.)**

## HAZARDOUS WEATHER OR UNFORESEEN CIRCUMSTANCE CLOSURES!

We know it was listed above but wanted to elaborate for more clarification. Iron Cross reserves the right to a total of up to five days throughout the year that we might have to close for any unforeseen circumstances without offering a credit, make-up class, or refund to the account. Here are some examples of possible unforeseen circumstances:

- Severe weather, such as ICE or SNOW
- Flooding
- Hurricane or other Natural Disaster
- Fire
- Emergency Incident
- Pandemic - (this was added after Covid-19)



*Welcome to Iron Cross Gymnastics and Dance!*

## **WE OFFER A THIRTY DAY "NO HASSLE" MONEY BACK GUARANTEE!**

Iron Cross offers a full thirty day "NO HASSLE" money back guarantee if you are not satisfied with our service! The thirty days starts from your official enrollment date. If within the first thirty days you decide that our program isn't the right fit for you, contact our office and ask to speak to one of our Business Team Members about cancelling your membership and getting refunded. We always take care of our customers!

## **DROPPING ENROLLMENT OR PUTTING YOUR MEMBERSHIP ON A TEMPORARY HOLD!**

In order to drop your membership, you must go online to our website [www.ironcrossgymnastics.com](http://www.ironcrossgymnastics.com), click on INFO, and then DROP REQUEST PAGE. Follow these simple steps:

1. Click on the drop request page found on our website. Here is the link: <https://ironcrossgymnastics.com/drop-request/>
2. Select Option A or Option B. Option A is to put a membership on hold. When putting a membership on hold, input the date you wish for this to start. (We will keep your last month deposit (LMD) on file for your return at a later date. Option B is to officially DROP from our program. In this case, a customer must use the LMD to be applied to the 1st. day of the upcoming month and finish out their last 30 days with Iron Cross. If the customer wishes to not utilize the LMD, then we can keep it on file in the case, they wish to return to our program at a later date. *(The LMD is non-refundable.)*
3. Answer all of the questions, "don't worry," it's short.
4. After you answer the questions, click Submit, then a brief customer survey will pop-up! This survey must be completed in order for the submission to go through. Once you finish the survey, your drop request will be submitted.
5. That's it. YOU'RE DONE!

We will take care of the rest on our end, and the customer will get a confirmation email. If you need help with this process, call our office, and we can walk you through the steps. When deciding to drop your Club Membership, please make sure that the online request was done prior to the next billing date, which is always the 1st. of the month.

## CHOOSING TO PUT A MEMBERSHIP ON HOLD!

Many customers prefer this method as opposed to dropping the membership, because it allows for a simple process in returning to the program when the time is right. In order to put a membership on hold, you would still need to let us know before the next billing cycle, which is always the 1st. of the month, in order to not be charged your normal monthly tuition. Simply call our office staff at 281-342-4766 (IRON), and let them know when you wish to go on hold. They will look up your account and make sure there are no balances owed to the business first. Then they will guide you through the process that must be done by the customer online. Go to [www.ironcrossgymnastics.com](http://www.ironcrossgymnastics.com) and click on "Drop Request" page. Then select Option A to put the membership on hold and follow the rest of the prompts. Your Last Month Deposit (LMD) will stay on file with us and can be applied to your child's account whenever you wish to start back up. Please note that if your annual insurance/membership fee expires during the lapse of time your account is on hold and is labeled "Inactive", it will be required to be charged upon returning the account to an Active Status.

**Please follow these steps to put a membership on hold:**

1. Click on the Drop Request page found on our website. Here is the link: <https://ironcrossgymnastics.com/drop-request/>
2. Select Option A to put a membership on hold. When putting a membership on hold, put in the date you wish for this to start. (We will keep your Last Month Deposit (LMD) on file for your return at a later date. *(The LMD is non-refundable.)*)
3. Answer all of the questions, "don't worry," it's short.
4. After you answer the questions, click Submit, then a brief customer survey will pop-up! This survey must be completed in order for the submission to go through. Once you finish the survey, your request will be submitted.
5. That's it. YOU'RE DONE!

## NO UNATTENDED CHILDREN PLEASE!

We require all children not in classes to be attended by a parent or legal guardian at all times. If a child does not have a parent or guardian with them, the parent may be called and asked to come and pick up their child. We do not have the staff, resources, or the proper facility to keep unattended children without supervision safe and out of harm's way. In short, we simply ask for parents to attend to their children while in our facility. We greatly appreciate it.

## THIS IS HOW WE COMMUNICATE!

The following platforms are used to insure each and every customer is given the opportunity to be well informed about any and everything going on in our programs!

- **Weekly E-Mail:** (Sent out every Monday between the hours of 9am – 12pm)
- **Text Messages:** (Customers can choose to sign up for text messages through the Parent Portal)
- **Quarterly Newsletter:** (Handouts to our students the first week of each quarter, also available on our website and at the marketing table in the lobby)
- **Online Calendar:** (Available on the website)
- **Facebook (Iron Cross Facebook Page)** We like social media and use it regularly.
- **Iron Cross Website:** We keep our website up to date year-round
- **Call Us or Ask Any Staff Member:** (All staff is properly trained to be able to answer most generally foreseen questions) 281-342-4766 or E-Mail us: For questions e-mail us at [info@ironcrossgymnastics.com](mailto:info@ironcrossgymnastics.com) (email is checked and responded to daily)



*Welcome to Iron Cross Gymnastics and Dance!*

## **CAN I BOOK PRIVATE LESSONS FOR MY CHILD?**

We have private lessons available for students who would like to specialize their training to learn something specific or just to have a one-on-one coaching experience! Private lessons are paid directly to the coach, not to the gym. To book a private lesson, follow these simple steps:

- Call our front desk (281) 342-4766 IRON
- You can also email us at [info@ironcrossgymnastics.com](mailto:info@ironcrossgymnastics.com) and say Attention Business Management Team.
- Tell us why you wish to book privates and what your goals are so that we can help you find the right instructor.
- We will find the right instructor for you and have them call you within 24-48 hours.
- All private lessons must be members of the gym by setting up an account in Iclass and paying the annual family membership fee of \$29 to Iron Cross Gymnastics and Dance.

## **CAN I DROP OFF MY CHILD FOR CLASS?**

If your child is age 6 or older, parents are welcome to drop off at the beginning of class and return to pick up their child on time when class is ending. Parents must come inside to pick up their child. We do not let children go out into the parking lot unattended to wait for their ride. If your child is in our pre-school Beginnings Program, we require the parent to stay at our facility during their child's class in case of bathroom needs, behavioral needs, or emergency needs. Customers are not allowed to park in front of the doors and wait for their child to come outside. Once again, please park and come inside to pick up your child.

## **WE TAKE BOTH PICTURES AND VIDEOS TO USE FOR MARKETING. WE DO ASK THAT PARENTS AGREE TO THIS.**

I understand that Iron Cross Gymnastics and Dance takes both pictures and videos routinely for the purpose of marketing content to be used on Social Media, Website, and in some cases, Print Ads and Signage for marketing and fresh content. I hereby give my permission to Iron Cross Gymnastics and Dance as the Parent or Legal Guardian of the student member enrolled in our program to use both pictures and videos in general marketing content. If there is a specific reason that a parent or legal guardian of a student member of Iron Cross Gymnastics and Dance does not want their child's picture or video used online for the purpose of general marketing, it is the responsibility of the parent or legal guardian of that student member to officially inform Iron Cross management and owners by emailing [info@ironcrossgymnastics.com](mailto:info@ironcrossgymnastics.com) and inform us in writing respectfully, what their wishes are in regards to photos and videos so that we can take reasonable measures to help insure the privacy of the individual.



*Welcome to Iron Cross Gymnastics and Dance!*

## **WE DO OFFER DISCOUNTS!**

### **Discounts:**

We do offer discounts for families with siblings enrolled, as well as quarterly, and half year incentives.

**Sibling Discount** – We offer 10% off for having a sibling enrolled in our program under any level of membership with the one exception being team. We do not offer sibling discounts for team.

**Quarterly Discount** – Receive 5% off if you set your billing up for quarterly.

Quarterly Discounts are always charged in Jan, April, July, and October. (Jan – Mar is 1st. Quarter) (Apr – Jun is 2nd. Quarter) (Jul – Sep is 3rd. Quarter) and (Oct – Dec is 4th. Quarter)

**Half Year Discount** – Receive 10% off for setting your billing up for half year, or every six months. Half Year Discounts are billed in January and July (Jan – Jun is the 1st. half year) and (Jul – Dec is 2nd. half year)

**Note:** We will not prorate for quarterly or half year billing for customers who enroll during an interim month that the cycle doesn't fall on. In other words, if a customer enrolls during an interim month, then they will need to pay the normal monthly dues until the start of the next quarter or half billing cycle, depending on which one the customer would like to sign up for. (See "Membership Plans" for more details on the benefits of these discounts.)





*Welcome to Iron Cross Gymnastics and Dance!*

## **YOU GOTTA HAVE BOUNDARIES! NO PARENTS IN THE WORK-OUT AREAS!**

Parents are expected to wait outside of the work-out area at all times during your child's class. No parent is permitted in the gym for safety reasons, as well as for general productivity. If you wish to speak with a coach, please let our front desk know. We will schedule arrangements to accommodate that. Our coaches love to speak with parents and inform them of progress and how things are going in class. We would like to encourage customers to stick around for a few minutes after the dismissal of classes so that our coaches can have an opportunity to speak with parents and inform them of progress, as well as continue to build and invest in the relationships between you and them. We want our customers to get to know our staff, learn their backgrounds, and hear their plans to overall help the kids of Iron Cross grow and succeed in the goals!

## **WE APPRECIATE YOUR FEEDBACK AND REVIEWS!**

### **Customer Feedback:**

We welcome our customer's feedback. It is customer feedback that helps us continue to grow and improve each year. If you are not satisfied or have any concerns, please ask to see one of our Business Managers, Tracy Wright or Dani Donnelly, or Owner, Jeremy Alspaugh so that they might be able to help find solutions, as well as bring the concerns to those who are directly involved. Also, we have a survey that parents can fill out at any time, and as frequently as they would like to help us improve our understanding of what we do well, and what we need to work on! We work hard to provide quality and great service, but we also know that we are not perfect! Your feedback is important to our learning and understanding of our strengths and weaknesses. All surveys are anonymous, unless you would like to put your name on them and are viewed directly by the owner.

### **How can I fill out a Customer Satisfaction Survey?**

- Go to [www.ironcrossgymnastics.com](http://www.ironcrossgymnastics.com)
- Click on the Info tab
- Click on Customer Satisfaction Survey
- Take 5 minutes to fill it out. That's it. You're done!

### **Customer Reviews:**

We are truly grateful and appreciative of all of our customers, students, and families here at Iron Cross! We will always work hard to satisfy the needs of our customers in any and every way that we can! With this said, we would like you to know that one of the things that really helps our company stay strong and continue to grow is customer reviews. If you have had a good experience with us and would like to share it with others, we would truly be grateful! Here are some great sources to use for reviews...Google, Yelp, Facebook, Yahoo, BBB, etc..... (Google is the best place to always post a review) How to write a review? Go to Google, and type in Iron Cross Gymnastics, then click Write Review, then Submit.



*Welcome to Iron Cross Gymnastics and Dance!*

## **WE ARE A SMOKE-FREE FACILITY!**

Iron Cross Property is considered a smoke-free zone. No smoking is permitted in the building or on the property. We want to be considerate of the health and general well-being of our students and customers. We also want to lead by example and promote healthy lifestyles to our students, athletes, and children of Iron Cross!

## **LOST AND FOUND ITEMS!**

If something gets lost here, we do have a lost and found. Ask our front desk, and they will show you where it is. Every three months, we donate lost and found unclaimed items to Purple Heart or the Salvation Army. Please do not let your child bring valuables to class. We do understand some children having cell phones, and we provide cubbies in the gym area for our students to put their shoes, socks, phone, etc. Iron Cross is not responsible for its student's belongings and will not be held liable for lost or stolen items.

## **CLASS MOVE UPS AND ADVANCEMENTS!**

All move ups are assessed individually throughout the year. Iron Cross uses a curriculum that is customized specifically for our business; we also follow USA Gymnastics rules and guidelines. Every child has an online skill platform that their coach updates routinely. This platform contains the skills needed for each level and your child's coach is always available to discuss their progress before or after class. Our move up process is simple. When the coach feels that it is time for your child to advance to a more accelerated class, they will first let the child know by giving them a move up card that they will need to be given their parent. This card will have the recommended class level that the coach would like your child to advance to. The parent needs to call or stop by our front office to find a class time that will work with their family's schedule. Our curriculums are based on three categories; **Skills, Strengths, and Maturity**. All three categories must have positive ratings in order for our staff to recommend moving a student to the next level. Sometimes talented kids have to stay back until they have the maturity to be able to listen and follow directions. We have a scale rating between 1 and 5 for each category. When a child is at 85% or higher in their ratings, in all three categories, our staff will recommend moving to the next level challenge.



*Welcome to Iron Cross Gymnastics and Dance!*



## **NEW POLICIES DUE TO COVID-19**

COVID-19 and Illness Prevention Etiquette: Parents, thank you for your commitment to practice and to teaching your children and anyone who you choose to bring into our facility or any affiliated locations to practice any and all safety recommendations of our local, state, and federal government, including but not limited to proper personal hygiene and handwashing practices, proper respiratory etiquette, and respectful execution of social distancing boundaries at all times. Iron Cross Gymnastics and Dance is typically a very high-touch-love-language oriented place! Our coaches and staff love to show our students praise and encouragement through ways such as high-fives, fist-bumps, hugs, and in general physical touch. We also normally use physical touch to help with the improvement of technique such as toe point, straight legs, knees, arms, body position, etc. However, in this season, until all social restrictions are lifted by our governing authorities, we ask that every parent teach his or her child to ASK before assuming that an instructor, administrator, or other student or parent is ready or safe to hug, high five, etc. Our staff will not be hugging, high fiving, or fist bumping during this time. We will also be limiting spotting skills to a minimum and only when safety is at stake. Since COVID-19 is highly contagious and can often be carried by individuals who show little to NO symptoms, and since our governing authorities have put many different recommendations and requirements in place for each industry of businesses allowed to reopen safely during this time, we are asking that all of our members help not only reduce the chances of spread, but show love and respect to others during this time, especially by honoring their personal boundaries and personal preventative measures. It is quite clear, that during this time, there is a wide array of opinions and strongly held beliefs about this virus, the state of our Nation, and the decisions that are being made on a daily basis that have a strong impact on all of our personal lives. Regardless, Iron Cross Gymnastics and Dance has always, will now, and will forever remain a place where LOVE and RESPECT are our first core value, and expressing this LOVE and RESPECT in a practical and sincere way to everyone who comes through our doors is our first priority. Each family that attends one or multiple programs is very different, has a unique set of circumstances (some known and some unknown to us), and is choosing to practice different levels of preventative safety measures for their own family. In light of this, please adhere to the following set of new company policies and teach your child and/or anyone you choose to bring into our facility to do the same:

## NEW POLICIES DUE TO COVID-19

- Make every effort to enter the building with clean clothes and clean hands. (We will be making every effort to keep ourselves and all surfaces in our facility clean and sanitary.)
- Wash your hands before entering the workout areas or touching anyone/anything in the facility.
- Make an effort to not touch your face for any reason, if at all possible.
- Wash your hands before and after touching your face when needed.
- Wash your hands after touching other people or objects BEFORE touching your face, other people or objects, or leaving the building.
- If you happen to cough or sneeze at any point in time, please do so by coughing or sneezing into your elbow or inside your own clothing or a mask, rather than your bare hand, for your own protection. Then immediately WASHING your hands and arms with soap and warm water for at least 20 seconds, for the protection of others.
- Keep 6 feet of distance when possible (For example, when seated in the parent viewing area, visiting with a staff member, or waiting for use of the restroom). We understand that this level of social distancing is not possible at all times in our current space. We simply ask that you use wisdom and courtesy towards others when it's not.
- ASK before approaching someone for any type of physical contact like a hug, high five, etc... (For example, you might say, "Hello, so great to see you! Are you okay with hugs right now?" or "Hi! I've missed you! Do you feel safe with high fives at this time?")
- Though our company typically has a very high-touch-oriented culture, we are seeking to show love and respect to one another by acknowledging and respecting that each family and individual is choosing to practice different levels of social distancing at this time for reasons that they may or may not feel comfortable sharing, and it is ALL GOOD! We welcome current and former "huggers" and "non-huggers" alike ;) However, we ask that EVERYONE be conscientious of boundaries and personal health decisions of others during this sensitive time by actively seeking to understand what others desire and responding accordingly. If you do meet a person who shares your same level of touch boundaries and those happen to fall on the looser end of the spectrum, please continue to practice proper hand washing afterwards, as stated above.
- If you, your child, or anyone who lives in your home is sick or experiencing any of the following symptoms, stay home and notify us to request a link to attend class through online means: cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, loss of taste or smell, diarrhea, feeling feverish or having a fever.
- Anyone who has been sick with these symptoms or has had fever will not be permitted to return to Iron Cross until cleared in full by a licensed Doctor or Family Practitioner. If you, your child, or anyone who lives in your home has tested positive for COVID-19 or has been in close physical contact with anyone who has been confirmed to have the virus and must self-quarantine for 14 days, please contact our management and owners by emailing [info@ironcrossgymnastics.com](mailto:info@ironcrossgymnastics.com) and/or calling **281-342-4766 (IRON)**. We can also send you a link during this time to keep up with our programs, such as classes or team though online sessions.

## NEW POLICIES DUE TO COVID-19

- In most cases, ICG staff, member families, and students may wear masks or face coverings at their own discretion, with only a few exceptions at this time. With that said, we are requiring our staff to wear masks while teaching students during workout times and in our work-out areas. We are also requiring customers to wear masks when coming into our facility.
- We will designate certain areas where masks must be worn and other areas where it will be discretionary. Since individuals over the age 65 and those with underlying medical conditions are at greater risk of hospitalization or death if contracting the virus, Iron Cross Gymnastics and Dance is continuing to offer the online class option for those Members whose children or anyone living in the home fits this category or happens to be practicing extra precaution at this time.
- If your child is enrolled in a class, we will assume attendance will be in person unless we are notified. To opt to participate in online classes after June 8th rather than in person, please email [info@ironcrossgymnastics.com](mailto:info@ironcrossgymnastics.com) to notify us of this request. We will get you set up and take good care of you.
- At this time, our business is limited by our government to operate at limited capacity. In every case, at this time, this allows for ALL Staff Members and ALL Students enrolled in any of our programs, anytime of day, to be present in person and participate as scheduled while following the protocols listed above. However, this restriction does not allow for ALL parents, grandparents, siblings, cousins, those who may normally observe through the viewing windows to be present for every class in our parent viewing area all at the same time.
- For now, (TEMPORARILY) we are highly encouraging parents to NOT stay and watch their child's class in order to keep our capacity low and used for students and staff. If a parent finds it necessary to stay, we will provide a space in which they can wait inside as long as all the listed protocols are followed, including wearing a mask. (ONCE AGAIN, THIS IS A TEMPORARY SITUATION.) We ask for your support and patience during this time as we are simply doing our best to follow guidelines and keep our customers safe.
- We are currently working on bringing our customers some alternatives to in-person viewing. One of these alternatives is going to be our VIRTUAL LOBBY coming soon to Iclass Pro! What this means is that all active members of our program will be able to log into their family account through our parent portal and watch their child's class LIVE during its scheduled time their smart phone or mobile device! Phase 1 of this feature starts on June 1st. and will allow us to set up IPDAS around different areas of our facility that will allow for mobile viewing. Phase 2 of this feature will be mid-summer and will allow the mobile viewing to be through our security cameras that are mounted all over our facility.
- ***We will, of course, keep everyone up to date with more information on these features with proper instructions for using them as they become available. (Again, please remember, these are temporary, yet mandatory government restrictions. It could potentially pass within weeks but also must be taken seriously as it is enforceable by local authorities who can revoke a business' license for not abiding by the law). Thank you so much for your grace, patience, and help with us during this time!***



*Welcome to Iron Cross Gymnastics and Dance!*



## **HERE ARE SOME FAQs - ALL OF THESE HAVE BEEN COVERED IN THE POLICIES LISTED ABOVE!**

- **Q: Why is full tuition charged on months where there are only 3 weeks?** (Can we do make ups for days the gym is closed?)
- **A:** Monthly tuition is based on a 45-week year, meaning we account for all of the holidays and breaks on our calendar (Christmas, Thanksgiving, Memorial Day, first and last weeks of school, etc.). The yearly tuition is divided equally so that monthly tuition remains the same all year around. Because of this, we do not allow make up classes for the days we are scheduled to be closed. Regardless of whether you have 3, 4, or 5 classes in any one month, you will have at least 45 classes in a year.
- **Q: Do I have to put a card on file? (Can I pay by cash/check each month?)**
- **A:** The tuition is set to automatically draft on the 1st. (or 15th. if requested) of every month. We do require that you have a bank debit card or credit card saved on file. This information is protected by a secure network and a password protected program. We are also PCI Certified and Compliant. If you would like to pay with cash or check, you may do so at the front desk or through the Parent Portal before the 1st. of the month to avoid your card being charged.

**Q: What is the annual fee, and why do we pay it?**

A: Every Iron Cross Member is required to pay a \$29.00 insurance fee annually. This fee will be automatically charged to your account on the date of your anniversary. The fee is used to help offset the cost of rising annual insurance premiums that are based on our total number of enrollment as well as other factors for our facility. This is a per family, not per student fee.

**Q: If I pay the quarterly or half year discounted tuition and stop classes before the 3/6 months is up can I be refunded for the remainder of the tuition?**

A: Unfortunately, the answer to this question is "No." When paying the discounted tuition for the quarter or half year, we do not refund if you decide to drop before the end of the 3/6 months. Once these fees have been charged, Iron Cross reserves the right to use the capital towards investing in operational cost, which is why we don't offer a prorated refund.

**Q: How do I drop a class?**

A: We hate to see our students leave the program, but we understand that sometimes other things take priority. In the Iron Cross Rules, Terms, and Conditions, agreed upon at enrollment, our drop procedure is as follows: "In order to drop your membership, you must go online to our website and fill out our drop request form. We do require the drop request form to be completed prior to the 1st. of the next up-coming month. This gives us an appropriate amount of time to process the request and to make sure that you are not charged on the first of the month with the tuition draft. Remember, you paid your child's last month as a deposit upon enrollment. This means that your drop request is actually a 30-day notice and that your child will be able to finish out the entire next month after the drop request has been turned in to us." **Please note:** You are responsible for payment for your student's classes whether or not your student attends class. If a student isn't coming to class without notification, then that student's account will continue to be charged until notice has been received.

**Q: What is the difference between dropping and going on hold?**

A: We understand that many people are out of town for summer, holidays, and other circumstances where they need to take a short break from classes. In this case, you may put your account on hold. In order to do this, you may request a drop either at the front desk or through the Parent Portal before the 1st. of the month when tuition are due. When doing so, make sure you note that you would like to "Go on Hold", and include for how long you predict to be out of classes. This will not hold your child's spot in the class she/he is enrolled in, but it will hold your last month deposit on your account for your return. ***(Our staff will walk you through the process of going to our website, clicking on the DROP REQUEST page, and proceeding to officially place the account on a temporary hold.)***

**Q: We would like to drop immediately. Can I get a refund on our last month deposit?**

A: Unfortunately, the answer to this question is "No". The last month deposit is non-refundable as it is stated in the Iron Cross Rules, Terms, and Conditions that you are required to give us a 30-day written notice before dropping so that we can then apply your last month deposit to the month of your request.

**Q: Can I drop/enroll class through the Parent Portal?**

A: Yes! You are able to request to drop, enroll, make up, and trial a class through your parent portal and leave us a note as well. You are also able to enroll in any of our camps or events through the Parent Portal. - **(NOTE: When dropping a class, customers must follow the policy stated in our policies above. Proper procedure is to go through our website and click on DROP REQUEST PAGE, then follow instructions.)**

**Q: My child has missed a few classes over the summer, can we make up those classes in the fall?**

A: Unfortunately, the answer is No. We don't have the capacity to accommodate makeups by rolling them into future months. We do allow for 2 makeup classes per month, however, they must be scheduled in advance only one week out, and the makeup must be completed within the same month that the student missed. The only exception to this rule is if you miss class the last week of the month, you will be able to schedule a makeup lesson into the first week of the up-coming month. The two makeup classes per month is the max number of classes that can be made up per month and applies the same to all membership levels, regardless of how many classes the student might take per week.

**Q: Will there be classes in the summertime?**

A: Yes! Iron Cross Gymnastics is a year-round program. Our class schedule slightly changes 3 times per year so that we can better accommodate our customer's needs. We have a Fall Schedule, Spring Schedule, and a Summer Schedule. However, for the most part, the schedule is the same year-round with a few small changes to some classes based on supply and demand. When there is a change coming, we publish the new schedule at least one month in advance to allow the customers to see any changes that have been made and let you make any changes that need to be made with our front desk.

**Q: Why isn't my child progressing? (They are doing the same thing each week.)**

A: While it may appear that your child is not progressing, we encourage you to speak with your child's coach to discuss how your child is doing with their skills. Each child has a skill tree in our online management system with all the skills needed to move up to the next level. Coaches update the system periodically as your child progresses, and once they have mastered 90% of the skills needed for the next level, the coach will verbally let you know to move your child's class to the next level. Our directors set a lesson plan each week for each program (Recreational, Tumbling and Beginnings) that works on different aspects of the skills that need to be learned for each level. The nature of gymnastics and tumbling is that repetitive practice is needed for success. We try to alleviate the repetitive nature by playing games, posting challenges and having fun.

**Q: My child seems more advanced than the others, can she/he move up? (When can I expect my child to move up in class?)**

A: We encourage you to speak with our child's coach regarding his/her progress and readiness to move up to the next level. Our coaches assess their students at regular intervals and will let you know when it is time to move your child to a higher level class.

**Q: How do I get my child on the competition team?**

**A:** Our competition team is for select students and by invitation only. We are proactive and reach out to students and parents periodically throughout the year who we believe have the potential to be on the competition team. We also host annual try-outs for recreational students who are interested in taking that next step. If a parent proactively inquires about our team, we set them up to have a meeting with our team director of the program that their child would qualify to be placed in. In this meeting, we would educate parents on the next steps and help develop a plan to help their child get to team. Some kids might be ready, but we only accept new enrollment to our developmental teams at specific times of the year.

**Q: Do you have birthday parties?**

**A:** Yes, one of our services includes birthday parties. Birthdays must be booked and paid for in advance. Please call us at **281-342-4766** or email us at **info@ironcrossgymnastics.com** to learn more about our birthday parties! We also have info on our website. The preferable age for an Iron Cross Birthday Party is between the ages of 4 years to 10 years old.

ICG AUTO-BILLING AGREEMENT

I represent and warrant that if I am purchasing something or paying for a service from this facility or from other merchants through this facility that (i) any credit card or bank account draft (ACH Draft) information I supply is true and complete, (ii) charges incurred by me will be honored by my credit card company or financial institution, and (iii) I will pay the charges incurred by me at the posted prices, including any applicable taxes, fees, and penalties. I hereby authorize (if online payment is made or autopay information is provided) this facility to charge my ACH draft, or credit card account. I understand that a 30 day written notice is required to terminate billing, and I am responsible for payment whether or not my student attends classes, until I notify this facility in writing to drop my student from class(es).

Iron Cross Gymnastics and Dance requires all members to have a credit or debit card on file that will be used to bill monthly tuition/membership dues and any other balance that is outstanding on the members account, on a monthly rolling cycle that starts on the 1st. of every month. If a customer makes a payment before the 1st. of the month for the upcoming charges due, they will not be billed on the 1st. as their account would reflect a balance of zero due to the pre-payment made. This is a mandatory policy that is in place to protect our business from having to have a collections department to deal with accounts receivables on a 30 day rolling cycle. Should I dispute a charge through my financial institution, this will constitute a breach of contract possibly resulting in, but not limited to, penalties, additional fees, collection, legal action, and/or termination of any and/or all current and future services.

Acknowledgement of Risk and Waiver of Liability: as legal the guardian of my designated student(s) , I hereby consent to the aforementioned person(s) participating in the Iron Cross Gymnastics Programs. I recognize that potentially severe injuries, including permanent paralysis or death can occur in any activity involving height or motion, including karate, dance, gymnastics and related activities to include tumbling and trampoline. I understand that it is the express intent of Iron Cross Gymnastics to provide for the safety and protection of my child and in consideration for allowing my child to use these facilities. I hereby forever release the Iron Cross Gymnastic, its officers, employees, teachers, and coaches from all liability for any and all damages and injuries suffered by my child while under the instruction, supervision, or control of Iron Cross Gymnastics. As legal guardian of the aforementioned person, I hereby agree to individually provide for the possible future medical expenses which may be incurred by my child as a result of any injury sustained while training at, or performing for, Iron Cross Gymnastics. This acknowledgement of risk and waiver of liability, having been read thoroughly and understood completely is signed voluntarily as to its content and intent. Photo release: I hereby give my permission for Iron Cross Gymnastics to use pictures and videos taken during classes and events, such as PNO and Open Gym that may have my child in them for Website and Advertisement use. Permission to Treat: I hereby give my permission to trained medical professionals to administer emergency medical treatment to my child should sickness or accident occur in my absence.

WAIVER AND RELEASE OF LIABILITY: In consideration of the risk of injury while participating in any type of gymnastics or dance class, competitive teams or programs, open gyms, birthday parties, or any event associated with Iron Cross Gymnastics and Dance and as consideration for the right to participate in the activity, I hereby, for myself, my heirs, executors, administrators, assigns, or personal representatives knowingly and voluntarily enter into this waiver and release of liability and hereby waive any and all rights, claims or causes of action of any kind whatsoever arising out of my participation in any of the aforementioned activities, and do hereby release and forever discharge owners Jeremy Alspaugh and Grant Qualls and Iron Cross Gymnastics LLC. and any of its affiliates, partners, or employees, their affiliates, managers, members, agents, attorneys, staff, volunteers, heirs, representatives, predecessors, successors and assigns, for any physical or psychological injury, including but not limited to any type of illness, disease, physical or psychological harm, paralysis, death, bodily or property damages, or economical or emotional loss, that I or anyone in my family may suffer as a direct or indirect result of my, anyone in my family, or anyone I bring to participate or observe the classes and or programs for preschool gymnastics, preschool fitness, preschool dance, recreational gymnastics, recreational fitness, recreational dance, competition programs, team gymnastics, open gyms, birthday parties, parent night outs, dance recitals, special events, or any events hosted or put on by us located at The Physical Facility (225 Gonyo Ln, Richmond TX, 77469) Any Satellite Campus, any Event location, any Volunteer or Outreach location, or any location whatsoever in Texas Or Any State or country in which any member of my family or person I choose to bring to participate or observe may be present to participate in or observe any activities held by or in any relation to Iron Cross Gymnastics LLC. whether in person or through digital means including but not limited to pre-recorded classes, online live private or group lessons, or written instruction I choose to participate or observe in my home or any location I choose to visit, including traveling to and from any event related to this Activity.

I am aware and acknowledge that COVID-19, any currently existing strands, and/or any strands of the coronavirus or any virus or sickness that may develop in the future, are highly contagious and can result in hospitalization or death. Though the owners and staff of Iron Cross Gymnastics LLC. are operating with caution and care to the best of their ability, I understand and acknowledge that no guarantee can or will be made that the spread of COVID-19 or any illness to my child, myself, or anyone in my family will be prevented. I understand that it is highly likely that my child and others in my family will come within less than 6 feet and/or may touch other potentially infected individuals and/or objects including staff, members, visitors, instruments, and other necessary equipment while participating in or observing in-person classes at the facility or any events, locations, or activities affiliated with the facility; I understand that this could result in contracting of COVID-19 or any other virus or illness; I am voluntarily participating in the aforementioned activities at my own risk and fully understand and acknowledge the risk that I am taking. I am committed to personally practice and to teach my children and anyone whom I choose to bring to the facility or any affiliated locations to practice any and all safety recommendations of our local, state, and federal government, including but not limited to proper personal hygiene and hand-washing practices, proper respiratory etiquette, and respectful execution of others' social distancing boundaries at all times. I also agree to respectfully and thoroughly abide by any and all hygiene or preventive measures, policies, or requirements that Iron Cross Gymnastics and Dance has or may in the future choose to put into place for the safety of its owner, staff, partners, affiliates, members, visitors, or associated families either as required by law, suggested by government, or at its own discretion. I understand that failure to practice these policies or requirements can result in the immediate dismissal of myself, my child, and my entire family from the facility.

I AM VOLUNTARILY PARTICIPATING IN THE AFOREMENTIONED ACTIVITY AND I AM PARTICIPATING IN THE ACTIVITY ENTIRELY AT MY OWN RISK. I AM AWARE OF THE RISKS ASSOCIATED WITH TRAVELING TO AND FROM AS WELL AS PARTICIPATING IN THIS ACTIVITY, WHICH MAY INCLUDE, BUT ARE NOT LIMITED TO, PHYSICAL OR PSYCHOLOGICAL INJURY, PAIN, SUFFERING, ILLNESS, DISFIGUREMENT, TEMPORARY OR PERMANENT DISABILITY (INCLUDING PARALYSIS), ECONOMIC OR EMOTIONAL LOSS, AND DEATH. I UNDERSTAND THAT THESE INJURIES OR OUTCOMES MAY ARISE FROM MY OWN OR OTHERS' NEGLIGENCE, CONDITIONS RELATED TO TRAVEL, OR THE CONDITION OF THE ACTIVITY LOCATION(S). NONETHELESS, I ASSUME ALL RELATED RISKS, BOTH KNOWN OR UNKNOWN TO ME, OF MY PARTICIPATION IN THIS ACTIVITY, INCLUDING TRAVEL TO, FROM AND DURING THIS ACTIVITY.

I agree to indemnify and hold harmless Jeremy Alspaugh and Grant Qualls and Iron Cross Gymnastics LLC. and any of its affiliates or employees against any and all claims, suits or actions of any kind whatsoever for liability, damages, compensation or otherwise brought by me or anyone on my behalf, including attorney's fees and any related costs, if litigation arises pursuant to any claims made by me or by anyone else acting on my behalf. If Jeremy Alspaugh and Grant Qualls and Iron Cross Gymnastics LLC. and any of its affiliates or employees incurs any of these types of expenses, I agree to reimburse Iron Cross Gymnastics LLC and any of its affiliates or employees. I acknowledge that Jeremy Alspaugh and Grant Qualls and Iron Cross Gymnastics and any of its affiliates or employees and their directors, officers, volunteers, representatives and agents are not responsible for errors, omissions, acts or failures to act of any party or entity conducting a specific event or activity on behalf of Iron Cross Gymnastics and any of its affiliates or employees.

I ACKNOWLEDGE THAT THIS ACTIVITY MAY INVOLVE A TEST OF A PERSON'S PHYSICAL AND MENTAL LIMITS AND MAY CARRY WITH IT THE POTENTIAL FOR DEATH, SERIOUS INJURY, AND PROPERTY LOSS. The risks may include, but are not limited to, those caused by terrain, facilities, temperature, weather, lack of hydration, condition of participants, equipment, vehicular traffic and actions of others, including but not limited to, participants, volunteers, spectators, coaches, event officials and event monitors, and/or producers of the event. I ACKNOWLEDGE THAT I HAVE CAREFULLY READ THIS "WAIVER AND RELEASE" AND FULLY UNDERSTAND THAT IT IS A RELEASE OF LIABILITY. I EXPRESSLY AGREE TO RELEASE AND DISCHARGE Iron Cross Gymnastics LLC, its owners and any of its affiliates or employees AND ALL OF ITS AFFILIATES, MANAGERS, MEMBERS, AGENTS, ATTORNEYS, STAFF, VOLUNTEERS, HEIRS, REPRESENTATIVES, PREDECESSORS, SUCCESSORS AND ASSIGNS, FROM ANY AND ALL CLAIMS OR CAUSES OF ACTION AND I AGREE TO VOLUNTARILY GIVE UP OR WAIVE ANY RIGHT THAT I OTHERWISE HAVE TO BRING A LEGAL ACTION AGAINST Iron Cross Gymnastics LLC, its owners, and any of its affiliates or employees FOR PERSONAL INJURY OR PROPERTY DAMAGE. To the extent that statute or case law does not prohibit releases for negligence, this release is also for negligence on the part of Jeremy Alspaugh, Grant Qualls, and Iron Cross Gymnastics LLC. and any of its affiliates or employees, its agents, and employees. In the event that I should require medical care or treatment, I agree to be financially responsible for any costs incurred as a result of such treatment. I am aware and understand that I should carry my own health insurance. In the event that any damage to equipment or facilities occurs as a result of my or my family's willful actions, neglect or recklessness, I acknowledge and agree to be held liable for any and all costs associated with any actions of neglect or recklessness. This Agreement was entered into at arm's-length, without duress or coercion, and is to be interpreted as an agreement between two parties of equal bargaining strength. Both the Participant and Owners and Iron Cross Gymnastics LLC and any of its affiliates or employees agree that this Agreement is clear and unambiguous as to its terms, and that no other evidence will be used or admitted to alter or explain the terms of this Agreement, but that it will be interpreted based on the language in accordance with the purposes for which it is entered into. In the event that any provision contained within this Release of Liability shall be deemed to be severable or invalid, or if any term, condition, phrase or portion of this agreement shall be determined to be unlawful or otherwise unenforceable, the remainder of this agreement shall remain in full force and effect, so long as the clause severed does not affect the intent of the parties. If a court should find that any provision of this agreement to be invalid or unenforceable, but that by limiting said provision it would become valid and enforceable, then said provision shall be deemed to be written, construed and enforced as so limited. In the event of an emergency, I have provided the appropriate emergency contact upon enrollment. I, the undersigned participant, affirm that I am of the age of 18 years or older, and that I am freely signing this agreement. I certify that I have read this agreement, that I fully understand its content and that this release cannot be modified orally. I am aware that this is a release of liability and a contract and that I am signing it of my own free will.

**PARENT / GUARDIAN WAIVER FOR MINORS** In the event that the participant is under the age of consent (18 years of age), then this release must be signed by a parent or guardian, as follows: I hereby certify that I am the parent or legal guardian of the enrolled student in this membership contract, and do hereby give my consent without reservation to the foregoing waiver and all of its content on behalf of this individual.

If you need to contact us with questions or concerns over our policies, procedures, or waiver, please feel free to reach us through the following contacts.

For general INFO email us at  
**[info@ironcrossgymnastics.com](mailto:info@ironcrossgymnastics.com)**

To purchase something email us at  
**[weloveourcustomers@ironcrossgymnastics.com](mailto:weloveourcustomers@ironcrossgymnastics.com)**



Business Manager Danielle Donnelly  
**[dani@ironcrossgymnastics.com](mailto:dani@ironcrossgymnastics.com)**



Business Manager Tracy Wright  
**[tracy@ironcrossgymnastics.com](mailto:tracy@ironcrossgymnastics.com)**



Owner Jeremy Alspaugh  
**[jeremy.owner@ironcrossgymnastics.com](mailto:jeremy.owner@ironcrossgymnastics.com)**