POLICIES IN THE CAVE

WHEN DO CLASSES START?

- The Cave offers year-round monthly enrollments in adult and youth Gymnastics, Parkour, CrossFit, and CrossFit Kids classes.
- Athletes may start monthly classes at any time during the year. And, with two weeks' advance notice, they may cancel at any time of the year.
- If an athlete starts a class partially through the month, The Cave will prorate the monthly fee accordingly.
- Classes at The Cave are first come, first served. Therefore, The Cave only enrolls athletes into classes (and begins billing) a maximum of 2 weeks out.
- A working credit card on file is **required** before a client can enroll in classes (including drop-ins), be put on waitlists, register for events, schedule CrossFit Foundations, or participate in private lessons.
- Once athletes enroll in classes, schedule private sessions, or register for events, all cancellation policies apply.

HOW DO I CANCEL?

- Because classes at The Cave have no "end date," the office staff at The Cave must have two weeks' advance written notice via e-mail to unenroll an athlete from a class. Our auto-billing system will otherwise continue to bill you, and you will be responsible for all fees. (Please be mindful that because of our extensive waitlists, you are holding a desired class space while you remain enrolled.)
- Cancellation can be processed online through My Enrollments in the Business and Financial section of your member page. Written cancellation notices can also be sent to **staff@inthecave.com**. Verbal cancellations will not be processed.
- When billing has already run for a given month, any class time remaining after the 2-week-notice period will be issued as a credit to your Cave account. The Cave cannot process a cancellation retroactively.
- If an athlete has not been to class for 2 consecutive months and The Cave has made multiple attempts to contact you, The Cave reserves the right to unenroll the athlete from class(es). You are responsible for all fees accrued up to the point of unenrollment.

WHAT IF I'M LATE?

- We know that life can be complicated, but please make your best effort to be on time. Please also ensure that your athlete has been checked in to class by a coach before you leave the premises.
- Athletes spend the first 10 minutes of each class performing crucial stretching and injury-prevention exercises. As such, if an athlete is more than 10 minutes late they may not be allowed to participate in class for the day.
- Athletes under the age of 9 are not allowed to be unattended before or after their scheduled class time. The Cave is not responsible for watching athletes before or after classes.
- If your child is not comfortable using the bathroom alone, please remain on the premises during their scheduled class. We require that a parent/adult be present during class for all athletes 4 years old and younger.

WHAT SHOULD ATHLETES WEAR?

- Gymnastics: Comfortable clothing is recommended. A leotard, tank top, or t-shirt with shorts, sweatpants, or leggings is appropriate. No dresses, skirts, jeans, or tutus.
- No shoes or socks on any gymnastics equipment; no leggings with feet.
- Parkour and CrossFit: Comfortable clothing is recommended. A t-shirt or tank top with shorts, sweatpants, or leggings is appropriate. No dresses, skirts, or jeans.

- All Parkour and CrossFit Kids athletes must wear socks and comfortable, well fitted gym shoes.
- No belts or clothing with exposed buttons or zippers; no jewelry.
- All long hair must be tied back; all athletes must bring their own hair ties.

CAN I PLAY AROUND ON THE EQUIPMENT BEFORE CLASS?

- Coaches will invite all athletes onto the gym floor at the appointed class time. Until then, please wait in the designated waiting area.
- Athletes (and spectators) are not allowed to use any Gymnastics, Parkour, CrossFit, or climbing equipment (including the floor and trampoline) without a **coach's** explicit approval and supervision. Parental/adult supervision does not replace a coach's supervision.

I MISSED A CLASS. DO I GET A MAKE-UP?

- The Cave does not schedule any make-up classes or allow drop-ins to other classes to replace missed classes.
- Any drop-ins done outside of enrolled classes will be billed to your account.
- There are no refunds for a missed class.
- The Class Release Tool under My Activities in your inthecave.com login will allow you to put a class visit up for grabs to other students, if someone takes your spot you will receive a credit.

CAN MY CHILD OR I DROP-IN TO TRY A CLASS?

- The Cave does not offer free trials. When enrolling in a new class, clients may cancel within 24 hours of the first attended class and it will be billed as a single drop in with no further membership. After the initial 24 hours the normal two week minimum notice on cancellation would apply.
- We must have a credit card on file in order to schedule a drop-in.
- Drop-ins must be paid for before any participation (by cash, check, or credit card).
- Drop-in costs vary by class duration. Please check our pricing information for more details.
- Drop-in payments within the same month of enrollment will be applied toward that month's enrollment fee.
- All athletes new to The Cave are scheduled for a drop-in in a Level 1 class (in their preferred discipline) unless otherwise determined by a Coach after completing an Assessment.
- We recommend an assessment be scheduled for new athletes with prior Gymnastics experience for appropriate placing. Assessments are scheduled with The Cave office staff. Please be aware that various levels at other gyms are not always the same as the levels at The Cave.
- Athletes will be placed into the appropriate class level at coach's discretion; enrolled athletes can only be enrolled or waitlisted into higher-level classes with their coach's approval.
- Athletes 13+ are permitted to do repeated drop-ins in Parkour Progressions classes; Athletes 15+ are permitted to do repeated drop-ins in Adult Gymnastics classes; Athletes 16+ are permitted to do repeated drop-ins in CrossFit.

BILLING AND FEES

- Monthly fees vary between Gymnastics, Parkour, CrossFit, and CrossFit Kids. Please see the latest price information for the discipline(s) you are interested in.

AUTO-PAYMENT WITH CREDIT CARD

- The Cave accepts Visa, MasterCard, American Express, and Discover. Please ensure all credit card information is accurate and up to date in The Cave's system (card number, expiration date, AVS code, billing address, and billing zip code).
- Monthly enrollment fees run on the 1st of every month for that month's classes. Class drop-in fees run nightly.
- Fees added to your account throughout the month (i.e. for enrollment changes, events, apparel, and products) run nightly on autopay if they exceed $25. Otherwise, they will be added to the next month's balance due that will run on the 1st.
- In the event that an account is not set to auto-pay, The Cave reserves the right to manually run the credit card on file for any outstanding balance accrued in the last 90 days.

- The Cave does all invoicing via email. Please ensure that The Cave has your correct e-mail address on file for yourself and/or your child so that you receive all of The Cave's invoicing. The Cave sends a confirmation email on any given day that a payment is made towards your account.
- You will be notified via email if your credit card on file has failed. If your credit card fails and a balance remains unpaid by the 15th of the month, a $10 late fee will be applied. You and/or your child may also be unenrolled from class due to missed payments.

PAYMENT WITH CASH OR CHECK

- If certain circumstances do not allow you to be on auto-pay, please speak with the office staff at The Cave. The Cave will work with you in finding the best possible solution.
- It is your responsibility to pay your bill **IN FULL** before the 1st of every month.
- If any balance carries over after the 15th of each month, you will be billed a $10.00 late fee. You and/or your child may also be turned away from class until your bill is paid in full.

WAITLISTS FOR YOUTH CLASSES

- If your desired class is full, you can ask for your child to be added to the waitlist for that specific class.
- In order to be placed on a waitlist, an athlete must be the appropriate age within one month of the original waitlist date.
- When a space becomes available for enrollment, The Cave will contact the first person on the waitlist via e-mail only. No phone calls will be made.
- Waitlist order is based on the date athletes are added to the waitlist; the athlete on the waitlist the longest will be contacted first. A person has 3 days to respond to an e-mail notice to take an open class space.
- If The Cave does not hear from you within 3 days, the athlete will be removed from the waitlist, and The Cave will move on to the next athlete.
- If you choose to decline an open class space when it becomes available, you can remain on the waitlist but will be moved lower on the list. You must let the office know if you prefer this option.
- Because The Cave offers continuous month-to-month enrollments, The Cave cannot determine when a space in a class will become available and/or when your child will be able to enroll into a class.
- If you would like to get multiple children enrolled into different classes at the same time, The Cave advises that you take any open spaces as they become available—even if it means having one child enrolled and another still on a waitlist. Odds of eventually getting all children enrolled in classes at the same time are much better if you take the spaces as they come.
- An athlete on a waitlist has the option of "Standby Participation" in their waitlisted class if an enrolled athlete does not show up on a particular day. Check the "Claim a released class spot tool under "My Activities" in your inthecave.com dashboard, An athlete must have a valid credit card on file. If the waitlisted athlete is able to participate, they must pay our standard drop in fee prior to joining the class.
- It is your responsibility to let The Cave know when your child has aged out of their class. The Cave can add an athlete to a waitlist (or enroll them pending availability) in the appropriate class if it is within one month of the athlete's birthdate.
- For waitlisted athletes who age out of a waitlist, The Cave can honor their original waitlist date when switching them to a new, appropriate class waitlist.
- If athletes have been leveled up by a coach and are on waitlists for the next level, The Cave recommends that they remain in their enrolled class(es) to continue developing their skills. Athletes' current coaches will challenge them so that when the waitlisted class spaces open up there will be a fluid transition. This also applies to athletes who have aged out of a class.

SUMMER HOLD FOR YOUTH CLASSES

- Enrolled Cave athletes leaving for the summer have the option to hold their class space(s) during the summer schedule period.
- The Summer Hold dates cannot be altered for any reason.
- A summer hold requires, with no exceptions, a flat 2-month commitment at 50% of an athlete's regular monthly pay rate. June and July are billed at the regular rate, and August dues are credited 100%, balancing out to a 50% discount for the summer hold period. Full pricing resumes on September 1 through auto billing.

- Dues for the summer hold period must be paid up front, in addition to any regular monthly billing that has not been paid up to June 1.
- Athletes participating in the Cave's summer hold program are unable to receive a prorate, or injury credits through the end of summer schedule.
- Athletes must give summer hold participation notice no later than June 8.
- Athletes who choose not to be on summer hold and wish to hold their class space(s) must pay their full monthly rates.
- Because summer hold athletes are not regularly enrolled in their classes, therefore, any classes they wish to attend during this time will be billed as drop-ins.
- Athletes who jump age brackets during the summer hold period are responsible for contacting the office in order to be put on waitlists for a class in their proper age group. They will return to their regular classes in the fall until their waitlisted space opens up.
- All classes on the schedule that have athletes on summer hold are guaranteed to open again when fall classes resume.
- The Cave will strive to maintain coach consistency over the summer hold period; however, class coaches may change in the fall due to unforeseen scheduling adjustments.

SUMMER SCHEDULE

- Mid-June to mid-August most of our youth programs transition to summer schedule
- During the summer schedule, students can attend summer blocks, which are two hour class segments weekday afternoons and weekend mornings.
- Summer schedule attendance plans are based on number of attendances/month allowing family vacation schedules to not interfere with their Cave classes.
- Students that are enrolled in regular classes will be automatically converted to summer schedule at the appropriate time.

CLASS RELEASES

- If you know you will be away you can release a class spot.
- If the class spot is claimed you will receive a credit on your invoice.
- Any number of future dates can be released in this manner.
- Dates in which The Cave is closed can not be claimed.
- Classes can be released using the Release a Class Spot tool in the Members Area on our website.

HEALTH AND WELLBEING

- Please note that for the safety of everyone on our premises, it is **never permissible** to stop and park in the middle of Tamal Plaza, the city road surrounding our facility, or in the middle of any adjacent parking lot. For all pickups and dropoffs, you must park in an available parking space.
- Please advise your coach and all appropriate staff of any allergies, special medications, illnesses, disabilities, or previous injuries you and/or your child may have that you feel we should be aware of.
- All clients **MUST** have an electronic health and safety waiver signed before any participation in any classes or activities in the gym.
- The Cave endeavors to take reasonable and appropriate safety precautions at all times. However, participation in classes, private sessions, and other activities in the gym may involve some risk of injury. In the event of an emergency, we may choose to have you and/or your child seen by a qualified physician. Please understand that we do not assume responsibility for any injury or damage that might arise out of or in connection with such authorized emergency medical treatment.
- In the event of an injury or illness that prevents class participation, please use our Class Release tool in the Members Area to release any class dates you may miss. When claimed you will receive an account credit for these missed classes.
- Alternatively, you may cancel enrollment immediately after an injury with no penalty (i.e. we will not require 2 weeks' notice to cancel) and then re-enroll upon your return (pending availability).

PRIVATE TRAINING

- The Cave offers private training sessions in all disciplines for all ages.
- Coaches have their own individual rates. For more specifics on private sessions and costs, please speak directly to your coach or contact the office at The Cave.
- Cancellation policy for private sessions: For private sessions canceled 48 hours before a client's scheduled session, The Cave retains 50% of coach's rate. For private sessions canceled 24 hours before a client's scheduled session, The Cave retains 100% of the coach's rate.

BIRTHDAY PARTIES, KIDS' NIGHT OUT, CAMPS, AND EVENTS

- All applicable policies herein apply during birthday parties, Kids' Night Out, camps, and other events held at The Cave.
- The Cave requires that all fees be paid in full prior to the event you and/or your child are participating in.
- A $5 fee per child will be applied to a client's account for every 10 minutes a parent/guardian is late for event pick-up.
- The Cave does not issue credit for a class an athlete is enrolled in the same day or week they participate in a birthday party, Kids' Night Out, camp, or other event.
- Kids' Night Out cancellation policy: You must cancel more than 24 hours in advance in order to receive a refund. Cancellations within 24 hours, or no shows the night of the event, cannot be issued a refund.
- Camp early registration policy: Participants receive 20% off if paid in full one month ahead of camp start date, or 10% off if they pay in full two weeks ahead of camp start date.
- Camp cancellation policy: The Cave retains 10% of the camp fee if a client cancels within 1 month of the camp's start date; The Cave retains 20% of the camp fee if a client cancels within 2 weeks of the camp's start date. If a client cancels or doesn't show up during the week they are registered for camp, there are no refunds. This same policy applies to morning care and aftercare for camp.
- Camp day change policy: Changing your registered days will result in a fee calculated based on proximity to camp start..
- Camp morning care and/or aftercare will be canceled if fewer than 3 children are registered by the Friday before the event.
- To reserve a specific birthday party time, a non-refundable deposit of half the base rate is required at the time of booking.
- The Cave cannot hold a birthday slot if a deposit is not made. When a party is booked within one month of the current date, it cannot be rescheduled or canceled without forfeiting the $243.75 deposit.
- A scheduled party over one month out can be moved to another available day for a $50.00 fee. A scheduled party over one month out cannot be canceled for a refund of the deposit.
- Birthday parties at The Cave are booked for children 4 years old and up. Parties for 4 and 5 year olds are limited to a maximum of 10 participants.
- Birthday parties will be charged the standard $532 base rate for up to 10 participants, with a $26.1 charge for each participant thereafter. The Cave will confirm a final headcount the week before the event and bill and staff accordingly. The final billing will be adjusted if the headcount is higher the day of the event.
- Birthday parties for 2 individual children cannot be combined unless the children are twins. If one party is booked for 2 birthday children of different ages, it will be billed as 2 separate parties.

HOLIDAYS

- The Cave is closed on the following holidays: Memorial Day, Independence Day, Labor Day, Halloween (5:00 p.m. onward), Thanksgiving (Thursday and Friday), and Christmas Eve through New Year's Day.
- The Cave will issue a class pass for any missed classes due to The Cave being closed. These class passes can be used to attend a drop in class of the same length as your student's enrolled class.

CLIENT REFERRAL PROGRAM

- Refer a new client to The Cave and receive a credit on your bill equivalent to 2% of their monthly enrollment payment.

- The new client must tell us your name when they first enroll, and they must maintain monthly enrollment for you to continue receiving credit.

PETS

- The Cave does not allow pets inside any part of the gym. Please secure your animals outside, away from entrances, exits, outdoor workout space, and traffic flow.

CONTACTS

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