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RootsMissoula.com
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Roots Gymnastics & Dance Policies

Welcome to Roots! *We're so glad you're here!*

This packet is designed to answer all your questions and help your family get off to a great start. Please take a few minutes to read through it, and don't hesitate to reach out if anything is unclear. We're here to help!

Facility Guidelines

- **Gym Floor Access:** To keep every child safe and properly supervised, the gym floor is reserved for registered participants during their active class time. While we know how tempting the equipment can be, children are not allowed on the floor before, after, or in between classes. This ensures that instructors always have full awareness of who is on the equipment. Please enjoy our viewing area until class begins.
- **Drop Off & Pick Up:** For programs where child supervision is not required, designated guardians are welcome to leave during the session. Please ensure a prompt return at the scheduled end time for pick-up. All siblings/children not actively enrolled in a program must remain under the direct supervision of their accompanying adult while in our lobby or waiting areas.
- **Food & Drink:** For the safety and cleanliness of our facility, food and gum are not permitted on the gym floor or viewing areas. Water bottles are allowed and should be kept in designated areas.

Dress Code & What to Wear

For safety and optimal participation, all students must remove jewelry and tie shoulder length or longer hair back.

- In **Gymnastics, Trampoline, & Ninja classes**, students are required to wear form-fitting athletic clothing that allows for free movement. Bare midriffs are not permitted during class. For girls, leotards are highly recommended (shorts or leggings may be worn over them if preferred).
- **Dance** class attire varies by discipline. Please visit www.rootsmissoula.com/rootsdancestudio for individual class requirements.

Enrollment & Billing

We offer two ways to manage your monthly enrollment:

1. AutoPay (Recommended): When you save your payment information to your account, your child is automatically re-enrolled each month, and your card is charged on the **21st** for the upcoming month.

- **Need to switch or cancel enrollment?** Contact us by the **20th** to update enrollment or stop billing for the upcoming month.
- **Missed the deadline?** If we're notified before the next session begins, we'll issue a credit for future use (no refunds).
- A **\$10 fee** applies for any declined payment.

2. Manual Payment (No AutoPay): To secure your child's spot, payment is due by the **20th** of each month.

- **New families:** You may receive a courtesy reminder, but please mark your calendar.
 - **Need extra time?** Contact us before the deadline—we're happy to discuss options.
 - **Missed the deadline?** After the 20th, spots open to new families and are no longer guaranteed.
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Missed Class & Make-Up Policy

Your tuition secures your child's spot in class, even when they're absent. As a courtesy, we offer **one make-up class per month**, subject to availability.

- Make-ups cannot be scheduled if the class is full (safety and quality come first).
 - Please contact the office **within two weeks** of the missed class to arrange a make-up.
 - No refunds or credits are given for missed classes.
 - **Make-ups are not available** for dance or team classes.
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Withdrawal Policy

To cancel enrollment for the upcoming session, please submit **written notice via email (hello@rootsmissoula.com) by the 20th** of the current month. **Note:** Dance classes and Movement Arts Club require a full semester commitment.

Tuition covers your child's reserved spot for the entire calendar month, regardless of attendance. Stopping mid-month does not qualify for a refund or credit, as we may have turned away other families for that spot.

Seasonal Changes

Our class schedule remains consistent all school year and into the summer, so your child's enrollment continues seamlessly.

A few classes may be paused for summer or have minor time adjustments. **We will personally notify affected families** via email about any changes. Otherwise, expect your child's enrollment to continue until you cancel.

Communication

Email is our primary method of communication for: billing reminders and statements, weather closures, schedule changes, special events, and announcements.

Please keep your contact information current in our system. If you change your email or phone number, let the front desk know right away so you don't miss important updates.

Have a Question? We're Here to Help!

Still unsure about something? **Contact us at hello@rootsmissoula.com** or call/text the office at (406) 728-4258.