

## *Cutting Edge Families,*

We are pleased to announce that we have switched to a new continuous monthly enrollment Program. Your child will automatically be enrolled in the class they know and love each month unless you ask us to transfer them to a different class or submit a drop request. Under this new continuous enrollment program, ALL of our classes now have reoccurring monthly tuition except for the drop in back handspring tumble clinics and our Saturday Open Gym.

### Why?

With our prior session method, we would drop students from their classes 3 weeks before the end of the last class. This created an issue with long time customers that didn't sign up at least 3 weeks in advance being "Bumped" out of their favorite class due to new students signing up. With our new Continuous Enrollment Program students will never be removed from the class they know and love unless you ask us to.

Once registered, the day and time you select is yours each month until you request a transfer or submit a drop request. You may pay for the next month's tuition on or before the 23rd or your Autopay information will be debited on the 24th.

**IMPORTANT NOTE:** If there is any outstanding balance due on your account, your Autopay information will be debited for that amount on the 24th of each month.

A drop request must be submitted on or before the 23<sup>rd</sup> of the current month so that you are not charged for the following month's class.

**AUTOPAY information is NOW REQUIRED** for registering both online and at our front office. If you pay your account balance in full before the Autopay due date which is on or before the 23<sup>rd</sup> of the current month (ex: pay at the front desk with cash or check) then your Autopay information will not be charged.

### Why do I need to do a drop request by the 23<sup>rd</sup> and Why the 24<sup>th</sup> for processing charges?

Since all drop requests will be entered in our system by the 23<sup>rd</sup> of each month, this will give us the final week of each month to see the true number of enrolled students for the following month's classes. We will then have the 24<sup>th</sup> through the end of the month to know exactly how many new students we can allow to join each class so that we can maintain our strict student to teacher ratio.

## What should I expect?

We will create all charges for the next month's tuition on the 16th of each month. Also, on the 16th, we will send you an e-mail to remind you to check your account. Be advised, on the 24th of each month, any outstanding balance on your account will be debited using your Autopay information. Please make sure your e-mail address and Autopay information is always updated and current.

### Q: I do not currently have a credit card on file for Autopay.

**A:** We now require all active enrollees to have Autopay information on file and Autopay enabled. Please either log into your online account with your e-mail address and password and enter in your Autopay information or simply ask a front desk Hospitality leader to do it for you. (If you are currently registered but are unsure if you have an e-mail address or password on file, please call us to set up your account.)  
Cutting Edge Athletics (586)469-2582

### Q: How do I pay my bill?

**A:** You have two billing options (Both still require Autopay information on file & Autopay enabled).

Option 1: is for Autobilling. We will charge your credit card on file on the 24<sup>th</sup> of each month prior to the following month's classes for your balance due.

Option 2: Gives you the option to pay your account on or before the 23<sup>rd</sup> of each month prior to next month's classes at our front desk. If payment is not received on or before the due date, Cutting Edge will initiate electronic payments for any balance due on your account and e-mail you a receipt. It is your responsibility to pay your balance. It is also your responsibility to notify us of a drop request before the 24<sup>th</sup> of each month so that your credit card is not charged for the following month's class. If you drop a class and re-enroll at a later date, your Autopay information will automatically be enabled again. It is your responsibility to update your Autopay information if there are any changes (ex: different card, new card expiration date, new e-mail address). You can update your Autopay information online or call us and we will be happy to update it for you.

### Q: How do I drop a Class?

**A:** Dropping a class is easy. You may drop a class at any time online from the convenience of your home or at the front desk with a Hospitality Leader. Please understand that your child is enrolled in a class that has reoccurring monthly tuition and is continuously enrolled in the program and will incur reoccurring monthly tuition charges on my account until you submit a drop request online or at the front desk. If you ever have any concerns please contact a Hospitality Leader. The drop request must be

done on or before the 23<sup>rd</sup> of the current month so that you are not charged for the next month's class.

Also, please understand that no refunds can be given for dropping a class in the middle of a month. This is due to staff scheduling and Cutting Edge trying to maintain our strict student/teacher ratios to provide the best experience possible for you and your child

Q: What if I need to change my child's class, or the class day and/or time for the following month? What if my child has been invited to move up to a different level class?

A: It is important that you please request a transfer on or before the 23<sup>rd</sup> of the month so that we can enroll your child in the correct class. We want to make sure that your account will be charged for the correct class and correct class tuition. Although we can still accommodate class change requests at any time (subject to class availability).

Q: If I dropped a class and decide to join one again later, when can I start?

A: You can start at any time. Fees are pro-rated to reflect the remaining classes in the current month.

Q: How do you pro-rate classes if I sign up later in the month?

A: We pro-rate based on 4 weeks of classes per month even though some months have 5 weeks of classes. For example; if the class is \$64 a month and you sign up when there is only 2 class dates left, your pro-rated amount would be \$32. Some months have 5 weeks but we consider that 5<sup>th</sup> week a "freebie."

Q: What if my child misses a class? Can they make it up?  
Is there credit given for missed classes?

A: Just like college, your tuition pays for a class spot, REGARDLESS OF ATTENDANCE. As a courtesy to our customers, you are allowed unlimited make-ups as long as space is available in another class. MAKE-UPS DO NOT CARRY OVER INTO THE NEXT MONTH. Open gym is also available to be used as a make-up. I understand that Cutting Edge does not issue refunds for any missed classes. This includes any missed classes due to holidays. If I should receive five classes during the month instead of four there will be no extra charge although it will be considered a makeup for classes missed while we are closed for the holidays.