

Dear Families,

We are writing to inform you that effective Sunday, March 15<sup>th</sup> at 9:15pm, Head Over Heels Gymnastics will be closed through Saturday, April 4<sup>th</sup>. This was not an easy decision to come to because we are trying to navigate how to best serve our students and their families, along with our employees, their families and our entire community. As the local school systems have announced closure, we are going to follow their lead. We want to do our part to support our communities' efforts to help reduce the spread of COVID-19.

We ask for your continued support as we have 60 amazing employees that count on us and count on you as well. We will be taking care of our employees during this time. Our employees will be doing a combination of in-house gym-wide deep cleaning along with at-home education/training.

What does this mean for you?

- All Classes, Team Practices, School Vacation Camps, Birthday Parties, Parent's Night Out, Private Lessons & Unstructured Play-Time are canceled, effective Sunday, March 15<sup>th</sup> at 9:15pm through Saturday, April 4<sup>th</sup>.
- All of our classes, team practices and other programs are tentatively scheduled to begin on Sunday, April 5<sup>th</sup> with the final decision will be made on April 1<sup>st</sup> (meaning we will no longer be closed for the original Spring Break week).
- School Vacation Camp is tentatively scheduled to be held on Monday, April 6<sup>th</sup> – Friday April 10<sup>th</sup>. (This was scheduled back in September to coincide with Spring Break. The final decision will be made on April 1<sup>st</sup>.)
- Team Families – we will continue to keep you informed of decisions regarding competitions. Please give us some time to gather information and details.

What does this mean financially?

- Students who are enrolled in School Vacation Camp on March 19<sup>th</sup> or March 20<sup>th</sup> will be given a credit that can be used for any program at HOH.
- Students who are currently enrolled for the month of March can schedule make-ups for missed classes due to the closure. These make-ups can be scheduled through June 27, 2020, regardless of continued enrollment. This way, you can be sure that you will receive every class you have paid for.
- Change in Billing Schedule - Our typical billing cycle is that the credit card on file is charged on the 20<sup>th</sup> of the month for the following month's tuition. However, **Credit Cards will NOT be charged on March 20<sup>th</sup>.**
- Enrollment and Payment once Classes Resume on April 5<sup>th</sup> – Once our classes (and other programs) resume on April 5<sup>th</sup>, we will charge the credit card on file for April Tuition. (Any families who have already given written notice of withdrawal effective April will not be charged. If after receiving this information, you decide you do not want to withdraw effective April, please let us know...we would love to have you continue with your class.)

We will keep everyone informed through our Facebook page and email on this situation. We thank you for your continued support of Head Over Heels Gymnastics and our staff. All Small Businesses in our community will be relying on all of us to help them during these challenging times. We wish you and your loved ones the best of health and can't wait to have you all back as soon as possible.

Dean, Jayme, Sara, Sarah and the Head Over Heels Staff