



## **Information and Policies**

- **PAY-TO-PLAY Tuition Policy:**

- Early Bird Tuition is due by the 20<sup>th</sup> of the month prior. (For Example: June tuition is due May 20<sup>th</sup>).
- Regular Tuition amount (early bird tuition price + \$10) will be due the 21<sup>st</sup>-25<sup>th</sup> of the month to ensure your child's spot in class.
- **ALL UNPAID STUDENTS will automatically be dropped from class on the 26<sup>th</sup> of the month.** *If your athlete is dropped, you will need to contact the gym with payment of the regular tuition amount to re-enroll him/her in the class.*

This will help to ensure maximum efficiency for all of our classes so that your athlete will have the best opportunity to take the classes needed. This will also help to keep our waiting lists at a minimum. If you wish to drop a class, notification must be given to the office in the form of an e-mail or written notice by the 15<sup>th</sup> of the month. Send enrollment termination emails to [straylor@premierathletics.com](mailto:straylor@premierathletics.com).

- **Registration Fee:** \$25 per family upon enrolling
- **Anniversary Registration Fee:** \$25 per family on yearly anniversary
- **Acceptable Payment Methods:**
  - **Tuition:** Auto-Pay or E-Check
  - **All other expenses:** Cash, Check\*\*, Visa, MasterCard, Discover, American Express.
    - \*\*All returned checks are subject to a \$30 NSF fee.

- **Make-Up Policy:** Make-Ups are a privilege, not a guarantee!!! We allow 1-2 make-up lessons per month ***WITHIN TWO WEEKS OF THE CLASS MISSED***, and will be scheduled as long as there is availability in a comparable class.

**Note:**

- A **MONTH** is **FOUR CLASSES**. If there are FIVE classes in a month, make-up lessons are *not* allowed unless you miss fewer than FOUR classes in the month. If classes are cancelled within a month with FIVE classes, there will be no make-ups.
- The Studio and all competitive all-star cheer, dance, and gymnastics teams do not receive make-ups for missing practice. This includes **Hot Shots** since it is a precursor to team.
- If you would like to **access your Premier Athletics account**, please fill in the Parent Portal Password blank on the Family Registration Form, or follow the instructions below:

**Step 1:** Go to [www.premierathletics.com](http://www.premierathletics.com) – Click on the **LOCATIONS** tab, and then **Knoxville, TN (West)**

**Step 2:** Click on **Member Login** (in the **Member Area** at the bottom of the page)

**Step 3:** Enter your **email address** that you have **ON FILE** with us.

**Step 4:** Click **Forgot Password** and **submit**. We will send you a temporary password for your account.

If you have registered with us before and it says you do NOT have an email address on file with us, please **DO NOT CREATE A NEW ACCOUNT**. This will duplicate you in our system. Call the gym and we will try to fix it. Also, is you ever get a **new email address**, please update it in our system!

**Gym Manager:** Sally Green [sgreen@premierathletics.com](mailto:sgreen@premierathletics.com)  
**Office Manager:** Susan Traylor [straylor@premierathletics.com](mailto:straylor@premierathletics.com)  
**All-Stars:** Courtney Kline [ckline@premierathletics.com](mailto:ckline@premierathletics.com)

**The Studio:** Mary Walker [mwalker@premierathletics.com](mailto:mwalker@premierathletics.com)  
**Front Desk:** Kimberly Hawkins [khawkins@premierathletics.com](mailto:khawkins@premierathletics.com)

Premier Athletics Knoxville – West

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Office Hours: Monday - Thursday 11:00 am – 8:00 pm  
Friday 10:30 am – 4:00 pm  
Saturday 10:00 am – 3:00 pm  
Sunday Closed

