

## MCAC Gymnastics: Monthly Tuition FAQs

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**Q. When are fees due/when will I be charged?**

Tuition is due on the first of the month and automatic withdrawals will take place on this day as long as your child is enrolled in a class.

**Q. What are my payment options?**

Monthly dues are to be paid via automatic withdrawal (credit card or ACH). Parents/guardians will need to complete the JCPRD Authorization for Recurring Payments waiver when registering for classes. If signing up online, patrons will complete this waiver as part of the registration process. If enrolling in-person or over the phone, a staff member can read the waiver to you.

**Q. How do I stop the billing if my child decides to take a break from class?**

Stop by or call the Mill Creek Activity Center front desk at [913.826.2950](tel:913.826.2950) to terminate your upcoming payment and cancel your registration. Please contact MCAC by the 25<sup>th</sup> of the month to ensure you are not charged for the following month.

**Q. What is the late cancellation and refund policy?**

Cancellation requests for the upcoming month made after the 25<sup>th</sup> but before the last day of the month will be assessed a \$5.00 late drop fee. After payment has processed on the first of the month, families wishing to drop for the month in progress may be granted a partial refund (50%) when the following conditions are met:

- A written request must be received via email or fax. Please email requests to [Jennifer.Combs@jocogov.org](mailto:Jennifer.Combs@jocogov.org) or [Kendra.Martiny@jocogov.org](mailto:Kendra.Martiny@jocogov.org). Fax to [913.826.2961](tel:913.826.2961).
- Each request must state the reason for withdrawal.
- Refund requests must be made within the first full week of the month. Requests made after the 7<sup>th</sup> are not eligible for a refund.

**Q. Are these transactions secure?**

Yes. JCPRD's registration software, ActiveNet, utilizes a secure payment process which is independently assessed for compliance to a number of security standards, in addition to meeting the mandatory PCI compliance audit criteria.

**Q. Will I receive a receipt each month?**

Yes. Patrons will receive an email each month from [registration@jocogov.org](mailto:registration@jocogov.org) confirming when their payment has processed successfully.

**Q. Can I pay for multiple months at a time?**

Yes. Patrons have the option to pay class dues for multiple months at one time. The automatic withdrawal will resume after the partial payment has been fully applied toward any owed dues.

**Q. Do you prorate for holidays or closures?**

Tuition is based on an average of four classes per month. Dues remain constant, regardless of holidays or closings. Some months will have five classes, others will only have three, but will overall come out to four per month over the course of the year. In the event that MCAC is unable to offer gymnastics programming for an extended period of time, a refund will be issued to participants and automatic withdrawals will be paused, if needed.

**Q. What discounts are available?**

MCAC will prorate the first month's tuition if a student begins class mid-month. Families enrolling two or more children in class are eligible for a 10% discount on each additional child. Participants registering for multiple classes each week are also eligible for a 10% discount on additional classes. Families may only apply one discount per child.

**Q. What happens if my payment is late/there is an issue with my credit card?**

If a scheduled payment does not process successfully, patrons will receive an email from [registration@jocogov.org](mailto:registration@jocogov.org) prompting them to call or update their payment information online. MCAC staff will also attempt to contact the primary account holder directly to resolve any issues. *After being contacted*, families will have three (3) business days to update their information and pay any dues before forfeiting their spot in class.

**Q. Is my child's spot in class reserved from month to month?**

Yes. Your child will remain enrolled in the same class unless a parent/guardian cancels the registration or changes class days/times. Future openings in a particular class are not guaranteed if registration is cancelled or a participant moves to a different day/time.

**Q. Do I need to notify MCAC if I am wishing to drop my child's class?**

Yes. Please contact MCAC no later than the 25<sup>th</sup> of the month to ensure you are not charged the following month's tuition.

**Q. Can participants join class at any time?**

Yes. If a class still has openings, participants may enroll at any time throughout the year.

**Q. What if a particular class day/time is full?**

Participants interested in a class that is at capacity can request to be added to the waitlist. If a spot becomes available in that particular class, MCAC will contact participants on the waitlist in chronological order.

**Q. How will I know if my child is ready to move to the next level/class?**

For preschool classes (ages 18 months-5 years), participants may move to the next class once they meet the minimum age requirement OR upon recommendation from their instructor. For youth classes (levels 1, 2, 3, and/or tumbling), instructors will monitor each student's progress and will inform a parent/guardian when their child has mastered the necessary prerequisite skills to move to the next class/level.

**Q. What if my child misses a class?**

Due to COVID-19, we have removed our open gym/playground events that were previously offered to supplement a missed class. However, with the addition of our virtual gymnastics classes, we are pleased to be able to offer makeup classes in a virtual format. If your child has to miss a class, we ask that you contact us at [913.826.2950](tel:913.826.2950) and we will email you the appropriate links and information.



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