



Prince George Gymnastics Club
Unit 120
4175 18th Ave
Prince George, B.C. V2N 0G7
(250) 564-7343

Zero Tolerance Policy

At the Prince George Gymnastics Club, we do our very best to ensure quality coaching, a clean facility, and to offer as many classes as we can allow for our membership. **PLEASE NOTE:** The interest for our classes is much higher than what we are able to offer. Classes fill within a matter of minutes once registration has opened.

A key part to our club running efficiently is our office staff. We do realize that regardless of the endless efforts by this staff, technical difficulties can arise from time to time during registration. Our office staff always does whatever they can to resolve any such issues as promptly as possible. We do ask that you do not call or e-mail to let us know the server is down, we will know that, and will be working on getting it back up and running as soon as possible.

The number of classes offered, and any such technical problems are completely out of the control of the office.

Unfortunately, we do have members of our club that call in or e-mail, when they have been unable to get a class, or the class that they wanted, yelling, or using unnecessary language in an e-mail, being very disrespectful to our office staff. We have implemented a ZERO TOLERANCE POLICY for any such behavior. Should this arise, the member in question will be removed immediately from our membership.

The office will not be open to the public during registration time. Doors will remain locked until the week the classes start and phone calls will not be accepted during registration. Please e-mail the office, in a respectful manner, if you have any questions. (DUE TO THE HIGH VOLUME OF E-MAILS, PLEASE **DO NOT** LEAVE MORE THAN ONE E-MAIL). Once the office has replied to your e-mail answering any questions that you have, they will not be sending further replies to any e-mails without a specific question with regard to their child's registration. For example, no reply will be made to e-mails asking why there are not more classes etc. The only reply will be this document.

Each and every member is very important to us, we sincerely hope anyone contacting the office will use respectful language and tone, when communicating with our staff at all times.

Thank you. Prince George Gymnastics