



PROCEDURES AND PROTOCOLS

At Adrenaline Gymnastics & Training Centre (AGTC) we take the well-being and safety of your child very seriously. We have implemented the following protocols to ensure your child has a safe and positive experience at AGTC!

- All staff and coaches will be wearing masks/face shields.
- Masks are mandatory to be worn by ANY person (including children 3 years of age and up) upon entering the building, within the common areas, including viewing and washroom areas. Masks are not mandatory inside the gym during class instruction for students for their safety on the equipment. Coaches will be wearing masks during instruction of the class.
- **OCCUPANCY OF BUILDING:** Recreational classes have been reduced by more than 25% to support further physical distancing and building occupancy as mandated by the government. Occupancy is limited to 50 persons MAX at any given time. Efforts will be made to monitor safety guidelines and ensure compliance.
- **VIEWING YOUR CHILD'S CLASS:** The lobby and viewing areas have very limited seating. Parents that are permitted to stay will be advised to stand/sit on the designated COVID markings. Once the area capacity and or building occupancy is reached, no further persons will be permitted into the building. If the parent is already inside, they may be asked to wait in another designated area (space permitting) or to wait outside the EXIT door for their child.
- **WEATHER:** Seasons are changing and with that we ask that you come properly dressed in case you are waiting outside (cold, windy, rain, snow, sun).

DROP OFF PROTOCOLS:

- Parents will drop off their child at the FRONT DOOR. Please either park your vehicle in a parking spot to walk up with your child or drop off at the front ramp. Please do not idle your car at the front ramp.
- Child(ren) will be permitted to enter the building 10 minutes before the start of class.
- A staff member will be there to greet your child.
- A TOUCHLESS temperature check will be conducted at the front door and sanitizing hands will be required. If your child is exhibiting ANY SYMPTOMS of a cold, he/she will not be permitted into the building. Please self-assess prior to coming to the club.
- For the 1st class, parents are welcome to come in to meet the coach.
- Children ages 4.5 years and younger may have one parent enter the building with them. After the 1st class, parents of older children proceed with DROP-OFF protocols.
- No siblings please unless they are registered for a class.

ONCE INSIDE PROTOCOLS:

- **ATHLETES** are to come to class with their own bag large enough to place ALL belongings in (including shoes). Their bag will be placed in a cubby outside of the gym area.
- A spill proof re-sealable water bottle to carry from event to event. (As all fountains have been closed)
- Athletes will be supervised as they sanitize/wash hands between events. Groups will be modified to omit partner activities.

PICK UP PROTOCOLS:

- Parents will PICK UP their child at the 1st side door on the west (right) side of the building.
- **PARKING:** The laneway to get to the side of the building is ONE-WAY; there is no parking in this lane. You are welcome, to park and walk to the drop off door. NOTE: this laneway is shared between other programs, so please BE CAREFUL in the laneway, driving or otherwise.
- **KISS & RIDE:** parents may drive up to door to pick up their child. Five (5) minutes before class ends, the door will open.
- If a parent is late for pick up, the athlete will remain in a designated waiting area.
- The athlete will not be permitted to roam or go to the lobby. The doors will be locked from the outside; parents are to knock and wait. If no one answers, please call 905-850-8606.

CLUB PROTOCOLS FOR BETWEEN CLASSES: Staff will begin disinfecting/sanitizing all areas immediately to get ready for the next group.

2nd WAVE POLICY

- a. Classes will stop if the club is mandated to shutdown by the government. Any classes remaining in the month after shutdown has begun, all registered students will be issued make-up tokens for each missed class.
- b. Payments will continue as scheduled for the next 1st of the month during shutdown to avoid interruption of class registration. For each week of shutdown that passes, a make-up token will be issued.
- c. If the shutdown reaches the next 1st of the month, then all make up tokens in the full month of shutdown will be converted to a credit on the account and no further payments will be processed.
- d. If the shutdown is lifted anytime before the next 1st of the month, classes will resume and accounts will have make-up tokens for all missed classes during shutdown. These make up tokens will not be converted into a credit. Payments will resume as scheduled thereafter.

CANCELLATION POLICY:

- i. As per our policy, cancellation requests received via email before the 1st of the month means no further payment will be processed and all make-up tokens earned to thus point is forfeited.
- ii. As per our policy, cancellation requests not received via email before the 1st of the month (this includes during a mandated shutdown) payment processing will continue on the 1st as scheduled.
- iii. There is no credit for cancellations received after the 1st of the month. (Exception: See point c above)
- iv. Shutdown make-up tokens cannot be used without an ACTIVE class registration.

Thank you for joining us at Adrenaline and helping make our space safe for our children!