

Hello Active Families!

Below, please find an email from Euro Stars Founder and Owner, Tania Gueorguiev. Please reply back with your option for April! If you have any questions, please email us.

We just need to know:

1. Your account name/email (If replying from an email other than the one on file)
2. Your child's name and DOB to confirm which child/level you'll need access to
3. Your chosen option: Option 1, 2 or 3
 - a. If option 1 or 2, an email that you can receive a Google calendar invite
 - b. If option 2, the amount you are paying for April (if we are still closed for May, let us know your plans, we will try to remind you) and which class you'd like access to.
4. Any questions you may have

Email below is from "Miss Tania"

Dear Euro Stars Families,

We miss seeing everyone and after coaching for so many years, I miss the daily visits to see everyone and coach! I personally hope that everyone is staying safe and finding some new sort of calm in the reality we are all facing. This is a LONG message, so hopefully you get through it all and will let us know where we can serve your family: We hope to continue to be your go-to place for gymnastics, tumbling and FUN fitness.

Like you, we are also in uncertain times. Many have asked what their child should be doing during this time, and we've had work outs available to everyone (but required for our competitive kids), but they aren't the same as being in class. Many have also asked how you can support the gym as well as the coaches. As mentioned before, currently all family's accounts are frozen, but at that time we believed we would be re-opening next week. We were one of the "early" gyms to close down, and like many other places, we now do not have a timeline for reopening. However, we know you want your kids active, and for this reason, some of our coaches are volunteering their time to help keep everyone going through virtual classes! *Did we mention we have a great staff?*

Keep watching our social media as we have our coaches and some of the members of our team profile online! They miss your children too!

On a serious note, as many have heard, our lease at 15155 Fogg Street is up soon. For this reason, we've been seeking a new facility nearby, and we've found one and have approval from the township to begin operations there and are in a holding pattern as we finish up appraisal, etc. We have great hopes to make a smooth transition to this nearby building later this year.

However, we are all in uncertain times, and to make that move happen, we need to know that we CAN make it happen and that you want to make it happen with us. We want to be honest about where we are and make sure that you all know that we love the community we are in and all of the families who have been part of Euro Stars for the past 20 years!

Enough about us... let's talk about YOU and what **we can do to** keep your kids active during this closure.

Keeping Active with Euro Stars During Closure

We are very excited to offer a lot of interactive, FUN, classes via Zoom software! We have set up classes via Zoom which will begin on April 1st for families active in April. We will still continue to post workout sheets online during the closure, but realize it isn't the same as even face-to-face virtual interaction. We have 3 options for you, as well as a "do nothing" option. We feel these options will help us all and keep everyone active while we are home.

#1. REMAIN ENROLLED AND SAVE IN THE FUTURE

Recreational and Team families who remain enrolled during our closure will be significantly rewarded, as well as have access to Virtual Instruction via Zoom.

Option 1: Remain enrolled and Receive Family Loyalty Credit (FLC). During our pause of operations, 100% of all tuition dollars your family pays beginning April 1 will be held as a credit to your account in the form of a "Family Loyalty Credit" (FLC). **Your total FLC will be divided evenly over 10 months to reduce future tuition.**

EXAMPLE: Assume, our closure of in person operation continues through April and May and we are clear to open on June 1.

- *If your family's tuition is \$100/month your two month total is \$200.*
- *The full \$200 will be used evenly over the next 10 months, once we resume operations.*
 - *Please note this is divided over 10 consecutive months once we re-start operations, if you unenroll, at a later date the remaining dollars will be forfeited.*

Please note, if we are cleared to open, say the 4th week of April or 2nd week of May, we would prorate each week of the loyalty. We will give the option for families to delay enrollment for in person activity until the following month - we know everyone's situation will be different.
Disclosure: All family loyalty credit is valid only for Euro Stars Gymnastics class tuition, and not redeemable for cash or credit toward any other activity or product. Prior credits cannot be combined with Family Loyalty Credit.

Extra Thank You #1: You will also receive one FREE Pass per enrolled child per month of paused operations in your choice of:

- Stay and Play Open Gym (Age 0-4)
- ½ Day Camp (Age 6+)
- One Day of Gymmy Stars (age 4-5) (½ day)

Option 2. Remain Enrolled with TUITION RELIEF OPTION. Families who choose this option will only pay only what you can and still have access to an online classes for your enrolled child's age group and/or level. Suggested amount is 50% of normal monthly tuition, but we will work with any amount you're able to due to your family's current situation. Additional credits cannot be combined with this to place your family in a negative balance.

Please note that if we re-open mid-month, you can opt to continue online with a new schedule for that month, and re-enroll the next month, or pay the difference for prorated in person classes.

Option 3: Disenroll: If you opt to unenroll we understand. Simply email us stating your desire to unenroll. Please note that classes which go below 3 (three) students will not run when we re-open, and we are working with our recreational coaches to prepare them.

To receive access to the online classes your tuition must be paid either through autopay or credit card online, as our in person office is not currently processing check or cash payments until we are cleared to be fully open again. We have to manually create these charges, so keep this in mind - we will do our best to get charges on the same business day.

Please note: Credit from March closure will be applied to our first full month returning to in person classes. They will not apply to online classes at this time, due to the logistics involved with adding individual families to the calendar.

If you do NOTHING, your account will NOT be billed, but your child's enrollment will be moved to a WAITLIST for re-enrollment. If the in person class size goes below what is necessary to keep going, the class will be cancelled. Priority enrollment for summer is not available for those who disenroll, and will not apply for priority for our pre-team and team tryouts. Team families you will be contacted before being placed on a waitlist, as we know everyone's situation is different right now, so PLEASE reply so we can help make sure your child's gymnastics is not interrupted. [There is an iclasspro relief fund that is first come-first served, please consider this option if you are having difficulty paying - it closes next week, or when funds are depleted.](#)

Finally, I want to make sure you know how much we appreciate ALL of our families and we THANK YOU for being part of OUR story. Thank you for believing and especially for entrusting your most children to us.

If you have any questions, please let us know. We are NOT in the building except to pay bills, so email is the best way to contact us at this point.

Sincerely,
Tania Gueorguiev,
Owner and President, Euro Stars Gymnastics