

Frequency Answered Questions (FAQ)

Where are you located? Jumpn Gymnastics address is: 8310 147th Lane NW suite 100. We are located in the red and gray building right next to the Adrenaline Sports Center off HWY 10 in Ransey MN.

Why Jumpn Gymnastics? Jumpn Gymnastics motto is “Where Movement is FUN!” At Jumpn Gymnastics, we focus on safely experiencing the fun of gymnastics, by providing a positive and safe learning environment for girls and boys to build self confidence and develop motor skills. Our certified coaches provide hands-on learning to ensure technique, flexibility and strength.

How do I register my athlete? All enrollments, makeups and transfers are done through your Jumpn Gymnastics parent portal. If you wish to enroll in the middle of a month, your classes will be pro-rated accordingly.

What do I do if my athlete misses a class? Make-ups are scheduled through the parent portal. Jumpn Gymnastics offers unlimited make-ups that are good for 1 year! Make ups are based on class availability.

What is your drop off policy for my athlete? When dropping off your child for recreational class, we ask that all parents wait until their child is checked in with a staff member before exiting the building. We ask that all parents arrive for pick up 5 minutes prior to the end of class. If for some reason a parent is late for pick up, your child MUST wait inside the building. Please call our front desk at 320-447-7231 to notify. Preschool parents must stay in the building during class.

What should my child wear? Gymnasts wear a leotard and biker shorts. Ninja Monkeys wear biker shorts and a Ninja t-shirt or tight-fitting t-shirt. Leotards, biker shorts and Ninja shirts can be purchased in the parent lobby. Hair should be secured up and away from gymnast face. No jewelry except post earrings. No pockets, zippers, jeans, or socks are allowed.

What is your illness policy? Please keep your gymnasts at home if they are sick! Please DO NOT attend classes at Jumpn if your child is experiencing fever, dry cough, cold like symptoms, flu-like symptoms, or covid like symptoms. Jumpn Gymnastics offer make ups to any current student to help slow the spread of illness in our community.

What is your billing policy? Jumpn Gymnastics offers TWO billing options, and most of our programs offer both of these options. Jumpn Gymnastics. All new enrollments are automatically enrolled in our Annual Enrollment billing, unless the member switches from the default enrollment. * Please note that this policy does not apply to drop-in classes or camps, as those are based on a one-time prepaid fee. Training team, Preteam and Team are billed according to the contract listed in the teams booklet.*

What are your Annual Enrollment Member details?

1. Members are billed monthly on the 1st of each month, or the next business day.
2. Members are required to have a credit card on file.
3. Tuition payments are at a reduced rate with a 12-month commitment.
4. To discontinue enrollment, an ONLINE DROP REQUEST must be submitted 30 days prior to the 12th month of commitment. You can find the drop request in your parent portal.
5. If payment has not been made by the 5th of the month, you will be charged a \$25.00 late fee and risk your child being dropped from the class.

Annual Enrollment Members agree the Jumpn Gymnastics may bill their financial institute monthly for a 12-month period, which begins on the date of their first class. *Drop requests may only be submitted 30 days prior to their 12-month anniversary.* After the initial 12 months, Annual Enrollment Members may choose to switch to a monthly enrollment status at the increased monthly rate. *Additionally, Annual Enrollment Members may choose to switch to monthly enrollment at any time but will be charged back fees for the difference between annual and monthly tuition rates.* Any customer enrolled as an Annual Member who requests to drop prior to their 12-month anniversary date is also subject to pay back fees for the difference between annual and monthly tuition.

What are your Monthly Enrollment Members details?

1. Members are billed monthly on the 1st of each month, or the following business day.
2. Members are required to have a credit card on file.
3. Tuition payments are at an adjusted rate in exchange for the convenience to drop at anytime throughout the year.
4. To discontinue enrollment, an online drop request must be submitted by the 15th of the month prior to the requested drop month.
5. If payment has not been made by the 5th of the month, you will be charged a \$25.00 late fee and risk your child being dropped from the class.

Monthly Enrollment Members have no long-term commitment, and may discontinue class at anytime, provided an online drop request is submitted by the 15th of the month prior to the requested drop month. Monthly members may switch to Annual Enrollment Membership at any time.

ALL MEMBERS must submit an online drop request via the family portal. Drop requests will not be processed via phone, email or text

What is your refund policy? Jumpn Gymnastics has a no-refund policy for most of our programs. In some instances, credit may be placed on the family's account for future use.

If I have a question, what is your phone number? Jumpn Gymnastics 24 hour texting line is: 320-447-7231