

The Children's Gym Update: Tuesday, March 17, 2020

Hello Children's Gym Families

We continue to follow the COVID-19 situation closely, as new information develops each day. Our priority continues to be the health, safety, and well being of everyone connected to our program. The need to close for an extended period without much notice or time to prepare was, and still is, a shock. Only a couple of weeks ago, it would have been almost impossible to comprehend the challenges we all currently face.

Even though we could not have predicted all this, we will proceed in the same manner that we have over the past 35 years. We will continue to be accommodating, honest, fulfill our commitments, adapt, and provide support for our students, families, and coaches.

While there are many things we don't know yet, such as when we will be able to safely reopen, the one thing you can count on is that **The Children's Gym will be back as soon as we possibly can!**

Thank you to everyone who has reached out with love and compassion; it has meant more than we can adequately express. We appreciate you sticking with us through the unknown.

Where we are now

It's clear that the timeline for the current situation is shifting and requires us to be nimble. We know that uncertainty is stressful for everyone involved, so we've been working on a financial plan that is both transparent and flexible in accommodating the different needs of our families.

For families enrolled in ongoing classes: April tuition will not be collected at this time. All families currently enrolled will remain enrolled. Further payment for tuition will not be due until we can reopen and provide classes. **If you had put in a drop request since the closure was announced** and would like to remain enrolled in light of this information, please let us know. We will re-enroll your student in their previous spot.

For families enrolled in drop-in services including camps, clinics, and birthday parties: Our goal is to be generous with the families who choose to continue to support us, and make it feasible to provide as much as possible for our amazing team of coaches during this unsettling time. All tuition for Spring Break Camps, Spring Clinics, and missed birthday parties has been credited back to families' accounts to be used toward future services. We

appreciate the understanding and support of families who did not receive the services they originally paid for. We will be offering top priority enrollment to all future camps and clinics to families affected by the closure to ensure your credit can be used as quickly as possible. We are also looking at opening additional spaces in summer camps so that these families can enroll in their preferred weeks. If there is a week of camp you know you would like to enroll in or a future birthday party date you would like to book, please let us know. These credits will not expire and can be used beyond Summer 2020 as well.

What we're working on

As we learned more this weekend about the extent of the impact of COVID-19 on everyone, we have been brainstorming and looking for creative ideas that will allow us to continue to provide our families with engaging content and activities to do at home. More information on this project will be shared soon!

In addition, we've launched an [unofficial nanny-connect service](#) to help families who suddenly find themselves with kids at home all day connect with our awesome (1st aid and CPR certified, background-checked) staff to take great care of your kids.

The bottom line

We understand this is an anxious time for our students, parents, and community. We respect that everyone has to make decisions that fit the needs of their family.

Your feedback (and any other creative ideas you might have) are eagerly welcomed. Let's support each other as we always have in The Children's Gym community!

We look forward to once again being able to provide a safe, fun, and positive experience for your children! As always, if you have any questions or if there is anything we may do to assist, please reach out.

Thank you