



Policies & Procedures

Tuition

Tuition is due on the 20th of the month for the upcoming month. (Example: March tuition is due February 20th) All accounts that are unpaid after the 25th will be discontinued. Families can re-enroll in class by contacting the Hospitality Team. GymTek Academy must be notified (in writing) by the 15th of month to drop your student from his/her class or you will be charged for next month's tuition.

*GymTek Academy does **NOT** refund monies paid.*

Membership Fee

A lifetime membership fee of \$30 is required for all families following their Trial Class. This fee covers the entire family, and once you pay it, you'll never see it again!

Forms of Payment Accepted

All customers are required to enroll in Autopay either through Debit or Credit Card. You can sign up for this on your own via our parent portal or stop by the Hospitality Team Desk and someone can assist you. We accept Visa, MasterCard, Discover, and American Express.

Returned Check Policy

There will be a \$30 charge for any returned checks, and after 1 returned check another form of payment will be required in the future.

Make-up Policy

Actively enrolled students who miss a class due to illness, holiday, emergency or snow day may Makeup in any class of the same level that has openings. Students are allowed one makeup per month has to be done within 30 days of the missed class.

In the event it is not possible to schedule a makeup class we will happily provide an alternative option based on teacher recommendation or for some programs we can offer an Open Gym Pass. If you schedule a makeup class and you are a no show, that will still be considered your makeup class. To schedule a Makeup, please call GymTek at (865) 225-1835.

Gym Closings

All gym closings for major holidays will be announced in advance. Students who miss class due to a gym closing will always be allowed the opportunity to do a make-up class Free of charge unless there are 5 of that day in the month.

Inclement Weather Policy

On occasion, weather or other natural occurrences may force GymTek to close. When this happens, GymTek will do its best to accommodate you including, when feasible, rescheduling your missed class or providing you with an open gym pass. GymTek does NOT align itself with the weather decisions of your School District: We serve several school districts. Additionally, with activities from 9am-9pm, what may be rough weather at one moment may have cleared just an hour or two later. You will find the FIRST and OFFICIAL WORD about weather and related closings at www.GymTekAcademy.com. For your convenience we may also place announcements elsewhere; however all other sources of weather information should be considered secondary.

GymTek Academy

5331 Western Avenue
Knoxville, TN 37921
(865) 225-1835

Office Hours

Monday-Thursday - 9:00am to 7:00pm
Friday: 10:00am to 7:00pm
Saturday: CLOSED (except parties)
Sunday: CLOSED