



FAQS - Frequently asked questions

How do I register for a class? To register go to www.canmoregymnastics.com and click the REGISTER HERE button at the top left corner. This link will bring you to Uplifter, our new online registration page. All registrations require an account with Uplifter. All participants must sign the waiver and insurance forms.

When do I register? Registration times vary depending on the program you are in. Recreational program registration opens approximately 2 months before the start of the session and classes fill quickly. Check out our Facebook page and Instagram where we post all of our registration days and times.

What is the membership fee? Memberships are effective from July 1 to June 30 each year. All program participants must purchase the membership at time of registration that is directly paid to the Alberta Gymnastics Federation. This membership fee provides insurance for the safety of your child and all the benefits our Club receives from being an AGF member. Membership fees vary between recreational, developmental and competitive categories.

Do you have Drop-in times? We do! We currently offer Drop-Ins for Tots 0-4 years, School Age 5-12 years and Teen/Adults 13 years and up. Drop-ins are 1hr, 1.5hrs or 2hrs and are unstructured gym time with a supervising coach. Check out our website www.canmoregymnastics.com for all drop-in information.

What happens if I am waitlisted for a program? Our spaces fill quickly! Participants who are on a waitlist will be contacted if a spot in their preferred class becomes available. A pro-rated class fee will be given if you have already missed more than one class. We suggest registering for your class the day registration opens to help you get the spot you want.

If I withdraw from a class, can I get a refund? There is a one-week grace period in which the child is entitled to a full class refund/credit. After the one-week grace period refunds are only given if CIGC is able to fill the available spot. All refunds are subject to

a 30\$ administration fee. Involuntary withdrawals such as a withdrawal due to injury are given only with a medical note. See our Members Handbooks for all of our withdrawal policies.

What if the gym is closed due to unforeseen circumstances like bad weather? On rare occasions CIGC has been closed due to extreme weather conditions or other unforeseen events. Generally, CIGC does NOT close for bad weather. If the gym is closed we will send all members an email. If in the event CIGC cancels a class, a make-up class may be arranged if possible, or a credit may be decided.

If I miss a class, can I get a credit or attend a make-up lesson? If you miss a class CIGC does not provide credits, refunds, or make-up lessons. Your program registration fee pays for a class spot for the entire session regardless of your attendance.

To whom do I speak about registration and class times? For questions regarding registration, payment and class times please email administration at: admin@canmoregymnastics.com. Coaches are not always readily available or have access to the information needed to answer your questions.

What are your coach qualifications? All of CIGC's coaches have completed specific artistic gymnastics coach training through the National Coaching Certification Program (NCCP) and are assigned classes according to their certification level. Coaches are also trained in First Aid with CPR, have their respect in sport certificates and have been successfully evaluated on the Make Ethical Decisions program.

How can I get my child into a Competitive program? Entry into our Competitive Programs is by invitation or evaluation only. Please contact administration at: admin@canmoregymnastics.com for more information on assessments and invitations.

Do I have to stay and watch my child? No, unless you have been requested to remain in the viewing area for the support of your child or if you have registered for a tot drop-in class that requires parent participation. When you register, please ensure you include your cell number so we may contact you in case of emergency.

Do you have a Lost and Found? Yes, we share the lost and found with the Canmore Recreation Center and is located at the front entryway. Every month, the items are removed from the bin and brought to the local second-hand store.

How often do you clean your facility? On a weekly basis our facility is thoroughly cleaned and sanitized. Our staff also clean the facility daily.

Do you run programs during the summer? Yes, CIGC is a year-round facility. Class sessions begin in September and are offered in three sessions, Fall, Winter and Spring with many Day Camps offered over the holidays, spring breaks and summer break. For a full list of our summer schedule check our website at: www.canmoregymnastics.com

What should my child wear to the gym? They should wear comfortable clothing that allows them to move easily. Shorts and tank tops are great - just ensure that the clothes are not too baggy or have buckles or buttons. Long hair should be tied back and shoes and socks should be removed. Jewelry or other items that might cause scratching or become caught in materials should be removed. Please do not bring valuables to the gym.

Do you give progress reports?

All registered recreational programs receive a program certificate before the session ends. If you have questions about your child's progress, please talk to their coach before or after class.

Are there changing rooms?

Changing rooms and washrooms are provided within the Recreation Center. Athletes in the competitive program may be assigned an athlete locker within CIGC. The front entryway provide storage for shoes, bags and coats. *Please do not bring valuables to the gym.*

Do you accept funding?

CIGC often partners with Jumpstart and offers Financial Assistance through the CIGC Financial Assistance Program. Please contact admin@canmoregymnastics.com for additional information.