

Inland Empire Gymnastics Academy

263 W. Orange Show Lane • San Bernardino, California 92408
(909) 383-6655 • www.inlandempiregymnastics.com



March 20, 2020

Dear Inland Empire Gymnastics Academy Families:

First, I want to say that I hope this letter finds you and your family in good health. These are unprecedented times and I am sure that, like me, most of you are in a “wait and see mode”, wondering what will happen next and perhaps even waiting for the next “shoe to drop”. My ardent hope, each and every day, is that this crisis will soon have a solution and that we can begin to return to some sort of normalcy as a community. Second, I want to tell you how much all of our staff misses your children. Their beautiful faces and smiles, their funny stories, their curious questions, and their boundless energy are what make our jobs so rewarding. As we have worked together this past week in an empty gym, cleaning and repairing, we have shared stories about many of them to help us through.

I must tell you that last night, walking through our ghost-like facility with no one present, was far more difficult than I could have ever imagined. The building is dark and cold and the usual joyful chatter and laughter emanating from your children as they learn and have fun was substituted instead with tomb-like silence. ‘Sad’ does not even begin to capture the emotions that flooded me.

However, I want you to know that Inland Empire Gymnastics Academy is not gone and will not be gone when this crisis is over. I want to give you my promise and assure you of my commitment to weather this storm and to come back stronger! To whatever extent necessary, every dollar I have saved will be pledged to the recovery and rebuilding of IEGA. At this moment I am working to trim every non-essential expense and to pay as much as I can, to as many staff as I can, while still covering the rent, utilities, debt and insurance payments. However even with careful budgeting, in order for our small business come back stronger, which means staying current with our bills and retaining our amazing coaches and staff, we could use your help.

As you know, tuition is auto-debited on the 26th of each month and that March date is rapidly approaching. While we know, and understand, that every family has to make difficult decisions about their finances in the weeks ahead, we have put together three options for you to consider when it comes to maintaining your enrollment at IEGA:

OPTION 1 - REMAIN ENROLLED AND EARN 10%

Recreational and competitive families remaining enrolled at IEGA will be rewarded in several ways, including a new **110% Family Loyalty Credit (FLC)**.

During this pause in our operations, 110% of all the tuition dollars your family pays beginning April 1 will be held as a credit on your account in the form of a Family Loyalty Credit (FLC). Once operations at

IEGA resume, your total FLC will be evenly divided over 10 months to reduce your athlete's future tuition.

EXAMPLE: Assume this pause in our operations continues through the end of May, with classes resuming on June 1.

- If your family's tuition is \$106.48 /month, two month's of tuition would total be \$212.96. (*\$106.48 paid on March 26th and \$106.48 paid on April 26th*)
- Add to that an additional 10% from IEGA (\$21.30) as our thank you for remaining enrolled, and that brings your FLC to \$234.26
- Once we resume operations on June 1, the \$234.26 will be used evenly over the next 10 months to reduce your tuition by \$23.43 per month.

As an **EXTRA** Thank You for remaining enrolled, you will also receive one FREE Pass per enrolled child per month of paused operations for any of the following:

- Pop 'N' Play
- Friday Night Flip Out
- Saturday Open Gym

OPTION 2 - TUITION RELIEF OPTION

Families who choose this option will pay \$20 per month per enrolled child and will retain their class spots. When classes resume, these families will receive \$20 off their monthly tuition per student for each month that tuition relief was paid.

EXAMPLE: Assume this pause in our operations continues through the end of May, with classes resuming on June 1.

One Child Enrolled:

- Your family pays a total of \$40 (*\$20 on March 26th and \$20 on April 26th*)
- You will receive \$20 off your first two months of tuition when we resume operations.

Two Children Enrolled:

- Your family pays a total of \$80 (*\$40 on March 26th and \$40 on April 26th*)
- You will receive \$40 off your first two months of tuition when we resume operations. (\$20 per month off the 1st child and \$20 per month off the 2nd child.)

As an **EXTRA** Thank You, you will also receive one FREE Pass for any of the following:

- Pop 'N' Play
- Friday Night Flip Out
- Saturday Open Gym

OPTION 3 – UN-ENROLL

If you opt to un-enroll we understand. This is a stressful and uncertain time for everyone and maintaining enrollments will not be an option for everyone. Our procedure for un-enrolling remains unchanged; simply email OR call us by the 25th of March and we will send you a Drop Card to complete

and return. When IEGA resumes its operations we will send you an email and will gladly welcome you and your child back to the gym and find an available class spot for reenrollment.

To help us in planning and moving forward with autopay, please let us know by Wednesday, March 25, via email or by phone, which of these options you wish to select. If you have questions or need clarification about any of the three options, you reach me over the weekend through email, or you can reach Reyna, Melissa or myself in the office on Monday, March 23 from 3:00 PM to 7:00 PM. We will be there to return voice messages and answer calls. If you cannot get through immediately, please leave a message and we will call you back.

I will end this letter with a heartfelt THANK YOU to each and everyone one of you. I know I have said it before, but I will do so again...the opportunity to teach your children each week and to get to be a part of their growth and development is such an amazing privilege. Thank you for entrusting us with your children and for letting us be a part of their lives! And finally, more than ever can be expressed in words, thank you for your continued support during this difficult time. Whether financially through continued tuition or in positive thoughts, emails, social media posts, and comments, your ongoing encouragement and love means so much to all of us at IEGA.

In deep gratitude from us all,



Katie Willis, Owner
Melissa Avila, Coach and Hospitality Staff
Austin Barksdale, Coach
Leah Booker, Coach
Selena Ceja, Coach
Vicki Galeano, Gym Floor Manager and Coach
Shelby Gardelius, Coach
Robert Ito, Men's Program Manager and Coach
Reyna Jones, Hospitality Manager
Malia Lopez, Coach in Training
Miranda Lopez, Coach
Amada Luna, Coach
Reyna Magdaleno, Coach
Alexis Marsteller, Coach in Training
Caitlin McKee, Coach
Jeremy Rivera, Coach
Valeria Ruelas, Coach in Training
Stephanie Walti, Recreational Program Manager and Coach
Abby Willis, IDD Support Coach
Sheli Wilson, Hospitality Staff
Tanyr Willis, Coach