



## Rules and Code of Conduct

1. Please contact me directly with any questions or concerns regarding scheduling, pricing, or instruction.
2. You must arrive to sessions *on time*. Added time for late arrival will *not* occur.
3. Respect for staff affiliated with CHC is mandatory and expected.
4. Missed sessions are *unexcused*. Payment for missed sessions is mandatory.
5. CHC will *always* ensure session absence is communicated with you. If this is failed, your next session is free.
6. Cancellation of travel sessions must be done *at least* 24 hours in advance. Cancellations fees are subject to apply.
7. It is your responsibility for your athletes to attend your session prepared. Appropriate attire (shoes, fitted clothing, hair pulled back, water, braces/tape) is expected.
8. Decisions for the athlete/team will be chosen by the instructor and communicated with coach/gym owner affiliated with athlete/team. Parent opinion does not matter unless relating to serious health/well-being of athlete.
9. Gossip or negative talk about anyone affiliated with CHC is not acceptable. Sessions will be terminated if this occurs.
10. Sharing of videos, pictures or other instruction material from Cat Haley Cheerleading, LLC. (CHC) is not allowed *unless* approved by the instructor. Coverage of any and all material taught belongs to CHC.
11. CHC reserves the right to close any sessions for viewing with approval from program.
12. CHC must be notified of any injuries/health issues that can limit performance.
13. Negative use of social media toward any CHC affiliates (clients or staff) is *not* allowed.
14. Poor representation of CHC in any form is unacceptable and will result in permanent termination of instruction.
15. It is the parent, coach or gym owner's responsibility to maintain communication. Regular check of e-mail, text or messages is expected. Failure to communicate will result in terminated lesson/session slot.
16. CHC logo and brands are owned and protected by Cat Haley. Logos are not allowed for public or private use unless approved by Cat Haley.
17. Profanity or abusive language/actions are *not* allowed.
18. Substance abuse surrounding sessions *is not* allowed by any affiliates associated with

CHC.

19. There are NO refunds.

20. Virtual lessons are a *risk* that the participant is willing to take. CHC will provide instruction geared towards progression and safety, but is *not* responsible for *injury/other mishaps* that happens in a virtual session.

21. CHC exercises the right to refuse service to anyone who refuses to exercise any of the rules/code of conduct listed above.

22. CHC exercises the right to leave or discontinue a service due to any uncomfortable or confrontational situation that inhibits the service provided. In the rare case of this, there will be no refunds provided and CHC may decide to refuse service again in the future.

CHC maintains the right to add or change any rules/code of conduct at any time.