

Introducing Our Flexible Weekly Scheduling and Payment System

Getting Started

Rolling Schedule

When you first register (see the Registration page for more information), you are automatically signed up for your time slot for the entire September- May lesson season. When you attend a lesson, you are automatically expected at the next lesson unless you notify us that you will not be attending.

Please do not give extra advance notice beyond the next scheduled appointment. This creates confusion in the scheduling process. This includes any and all school, sport, family, holiday and activity scheduling conflicts. Simply let us know from week to week if you will not be attending the following week.

If you will be missing a lesson(s), please contact the scheduling coordinator who handles your lessons via email at the appropriate address on a weekly basis in order to let them know.

Appointment Types

- **Weekly**
You will attend a standing appointment each week in the same time slot on the same day.
- **Every Other Week**
You will attend a standing appointment on either odd or even weeks in the same time slot on the same day.
- **Stand- By**
You do not have a standing appointment. You are on a list that allows you to call in the day of lessons and inquire as to whether there are any openings. This is first come, first served and we cannot guarantee you will get in, but chances are sometimes pretty good.

Payment

Deposit

A deposit equal to two lessons is due at the first lesson for standing appointments along with the payment for the first lesson. This serves as earnest money on your time slot in the event of late cancels/ no shows. The deposit is then used as payment for your last two lessons of the year or your career at Gillis.

Ex: Lesson fee is \$35.

At your first lesson, you would bring \$105- \$35 for that day's lesson and \$70 to cover the two lesson deposit.

Weekly Payments

After the first lesson, you will pay weekly for that lesson only. You must pay by either check or money order in the exact amount of your lesson and made payable to Gillis Softball Academy. You will give this directly to your instructor. Gillis instructors are not allowed to work lessons unless payment has been received and are not allowed to accept cash. NO EXCEPTIONS.

Online Payments

Gillis/IFI will be converting over to an online payment system in the very near future that will simplify everything even further. We promise that this will be the easiest payment system you have ever seen and will be much more efficient than even the simple weekly payment system we are using now. Look for more information as we get closer to launching this system. **THIS WILL NOT AFFECT THE COST OF YOUR LESSONS. TO BE PERFECTLY CLEAR, YOU WILL NOT BE PAYING MORE WHEN WE GO TO THE ONLINE SYSTEM. IT IS JUST AN EASIER WAY TO TAKE CARE OF THINGS.**

Cancellation Policy

Gillis/IFI requires a 24 hour notice of cancelation via email in order to not incur a penalty and subsequent deduction from your deposit. This is done in order to insure that those who are on our standby list have the opportunity to get into the schedule in the event that someone cancels.

If you late cancel or no show a lesson, that fee will be deducted from your deposit and you will have to replenish it at the next lesson attended along with payment for the regularly scheduled lesson.

Ex: Late cancel/no show and normal fee is \$35

One lesson fee deducted from deposit in the amount of \$35 in order to cover the missed lesson. At the next lesson, you would bring \$70- \$35 to cover that day's lesson and \$35 to bring the balance of your deposit back up to \$70.

Once your deposit has been depleted, you will be removed from the schedule and your spot filled with the first person on the standby list. You would then have to get on the standby list and try to get into the schedule on a weekly basis until another standing appointment opened up.

What this system does for you

- **Avoids large payments in advance of lessons**
- **Reduces the confusion associated with keeping up with records of payment**
- **Allows you to register once in September and not have to keep notifying us of your intention to attend. Your lesson is reserved for each scheduled time slot and date unless you tell us otherwise.**
- **Allows for easier changing of appointment times if you have a conflict and would like to come earlier or later that day.**
- **Gives more people a chance to get in from the standby list.**