



MAGNOLIA

Aerial & Wellness



Ground. Regulate. Elevate.

Studio Guide & Membership Policies

THE FULL GUIDE FOR MAGNOLIA STUDENTS AND FAMILIES

Start here

This is the complete guide for regular class enrollment. The short registration summary highlights only the essentials; this guide remains the full source for day-to-day studio policies.

Safety before skills

Progress over perfection

Community over competition

Communication creates options

Grace and consistency

Why policies exist

Policies protect safety, fairness, instructor time, class quality, and the studio's ability to serve families consistently. They are not intended as punishment.

When life gets complicated

Reach out early about illness, travel, family emergencies, military obligations, financial hardship, or work changes. We cannot promise every request, but we will listen and consider reasonable options.

An approved exception applies only to that situation, must be confirmed in writing, and does not change the policy for future situations.

01 Membership & Billing 3-4

02 Attendance & Scheduling 5-6

03 Safety & Class Preparation 7-8

04 Students, Families & Community 9-11

05 Communication & Guide Administration 12

This guide is not the liability waiver or signed Membership Agreement. Those documents control the subjects they specifically address. Magnolia's story, mission, and vision live on the website and are not repeated here.

Enrollment & the billing calendar

Enrollment

A recurring membership reserves the student's place in the enrolled class, subject to readiness, prerequisites, completed registration, availability, and account standing.

Drop-ins & registration

Magnolia does not offer free trials. Students who want to try a class before committing to membership may purchase a drop-in. Advance booking and completed registration, agreement, waiver, emergency, and medical information are required before participation.

Tuition is due on the 1st

Monthly tuition is billed on the first day of each month for that calendar month's recurring class space.

STARTS ON DAYS 1-10

Students starting within the first 10 days pay the full monthly tuition rate; Magnolia does not prorate those starts.

STARTS AFTER DAY 10

Students starting after day 10 pay prorated tuition for their remaining current-month classes. Full tuition for the subsequent month is then due on the upcoming 1st.

Billing sequence

The prorated current-month payment and the next full-month payment may occur close together. Tuition reserves an ongoing class space and is not recalculated for absences, unused makeups, or a student's decision not to attend.

AutoPay

Recurring memberships require a valid payment method on file unless Magnolia approves a different written arrangement. Removing or replacing a card does not cancel enrollment.

Payment methods & Step Up

Card payments are made through Magnolia's portal. Alternate manual arrangements require written approval.

STEP UP FOR STUDENTS

1. Contact Magnolia with the classes each student wants to take.
2. Reserve funds in EMA under provider "Magnolia aerial."
3. Create a Magnolia portal account and add each student.
4. Magnolia will handle the remaining enrollment steps.

SIBLINGS USE THEIR OWN EMA ACCOUNTS

Each sibling must be reserved under that student's own EMA account. One student's account may not be used to pay for another sibling.

Accounts & enrollment changes

Failed payment

The payment processor may retry a declined charge. Update the payment method or resolve the balance promptly after notice.

Late balance

Any late or failed-payment fee will be the amount disclosed during registration or in the Membership Agreement.

Past-due account

Participation may be paused, a reserved spot may be released, or enrollment may end until the account is current.

Financial hardship

Contact Magnolia before payment is due whenever possible. Depending on the facts and studio capacity, Magnolia may approve a short payment plan, adjusted date, temporary pause, or another written arrangement.

30 days' written notice

Recurring membership cancellation requires at least 30 calendar days' written notice before the requested end date, unless the signed Membership Agreement or applicable law provides otherwise.

Stopping attendance, telling an instructor, disputing a charge, or removing a card does not cancel enrollment.

Refunds

Processed tuition and registration payments are generally nonrefundable. Magnolia will correct a confirmed billing error and will credit or refund an unused studio-cancelled service when no reasonable replacement is available.

Waitlists & placement

Placement considers safety, readiness, class fit, age, experience, and space. Waitlists do not guarantee a start date, instructor, schedule, level, or price.

Classes, schedules & instructors may change

Magnolia may substitute instructors, adjust rooms or schedules, combine or divide classes, require an evaluation, or move a student to a safer level. Classes with fewer than three students may be canceled at the instructor's discretion. If an instructor must cancel because of illness or another unexpected circumstance, Magnolia will make reasonable efforts to place affected students in a makeup class. If no reasonable makeup or alternative exists, Magnolia will determine an appropriate response.

Attendance & makeups

Consistent attendance supports safe progress. When an absence is unavoidable, early notice gives everyone more options.

Report an absence

Every absence must be reported in Magnolia's portal at least two hours before class begins. Reporting an absence does not reduce tuition or automatically create a makeup.

Late notice & no-shows

Absences reported less than two hours before class and absences not reported in the portal are not eligible for makeups. Repeated no-shows may result in loss of makeup privileges.

For one eligible missed class, Magnolia may approve one makeup to use within 30 days. A missed makeup cannot be made up again.

Makeups depend on

- advance scheduling and studio approval;
- available space and an appropriate level;
- curriculum, equipment, and safety needs;
- the student being well enough to participate.

Makeups do not

- have cash value or reduce tuition;
- guarantee a preferred date or instructor;
- transfer to another person;
- restart or become eligible again after a missed or expired makeup.

Additional accommodations

Magnolia may consider extra makeups or another written plan for vacations, family emergencies, surgery, extended illness, military obligations, or a comparable circumstance.

Studio-cancelled class

If an instructor must cancel because of illness or another unexpected circumstance, Magnolia will make reasonable efforts to place affected students in a makeup class. A substitute instructor is not a cancellation.

When plans change

Vacation & planned travel

Share dates early. Tuition continues while the class space is reserved. For longer travel, Magnolia may consider additional makeups, a temporary class change, a time-limited pause, or another written plan.

Extended illness, injury, or surgery

Contact Magnolia promptly. A provider's note may be requested to confirm restrictions, expected duration, or readiness to return. Options depend on safety, class capacity, and the circumstances.

Late arrival

Missing warmup may make aerial participation unsafe. The instructor may modify or decline participation for the day. Late arrival does not automatically qualify for a makeup.

Weather or emergency closure

Magnolia makes its own closure decision based on safety, facility conditions, official information, and operations. Closure updates will be sent through official studio channels.

If the studio remains open

Families should not travel when they believe conditions are unsafe. When Magnolia remains open and a family chooses not to attend, the normal absence policy applies unless Magnolia announces otherwise.

We cannot guarantee every accommodation. We can promise to consider timely, clearly communicated requests fairly and individually.

Safety before skills

Instructor authority

Safety directions must be followed immediately. An instructor may lower a height, require a prerequisite, modify or stop a skill, change equipment, ask a student to observe, or end participation for the day.

Equipment

Use apparatus and mats only with staff permission. Students may not rig, adjust, move, climb, swing, invert, or enter training areas without direction. Report damaged, wet, loose, or unusual equipment immediately.

Spotting

Spotting may include appropriate physical contact to guide position, reduce risk, or assist a safe exit. Students should speak up about pain, discomfort, or a need to pause.

Medical information

Keep Magnolia informed of conditions relevant to safe participation, including allergies, restrictions, injuries, fainting history, medications, or accessibility needs. Magnolia does not diagnose or provide medical treatment.

Illness & injury

Stay home with fever, vomiting, diarrhea, contagious illness, uncontrolled coughing, unusual weakness, or symptoms that make participation unsafe. Tell the instructor immediately about pain, dizziness, a fall, or an injury.

Head injury

A significant head impact or concerning symptoms ends participation for the day. Magnolia may require medical evaluation or clearance before return.

Emergencies, medication & accommodations

Staff may provide care within their training, contact the guardian, call 911, evacuate, shelter, or take another action reasonably believed necessary. Staff do not generally administer medication or provide personal-care services unless Magnolia has approved a specific arrangement. Share accommodation requests as early as possible so Magnolia can consider safety, program needs, applicable requirements, and available resources.

Arrive ready for safe movement

CLOTHING

Wear fitted athletic clothing that stays in place while inverted. Avoid zippers, buckles, Velcro, metal accents, loose drawstrings, and anything that can snag.

HAIR

Secure long hair away from the face and apparatus with soft accessories. Bring an extra hair tie.

JEWELRY

Remove rings, watches, bracelets, necklaces, and dangling or hoop earrings. Small secure studs remain subject to instructor approval.

LOTION & OILS

Do not apply lotion, body oil, or other slippery products on class day. Residue reduces grip and transfers to equipment.

FEET & SHOES

No street shoes on mats or training surfaces. Most aerial classes are barefoot or use approved socks unless the instructor directs otherwise.

WATER & BELONGINGS

Bring a closed, labeled water bottle and only needed items. Leave valuables at home.

Before class

- use the restroom;
- remove jewelry and secure hair;
- tell the instructor about new pain, injury, dizziness, or restrictions;
- arrive with enough time to join warmup.

During class

- Listen for turns and remain in assigned areas.
- Stay off every apparatus and off the mats while the instructor demonstrates.
- When sharing a silk, take turns; the waiting student remains off the mat.
- Do not teach, spot, or attempt unapproved skills.
- Speak up immediately if something feels unsafe or painful.

A student who is not safely dressed or prepared may be asked to modify, observe, or sit out. That decision is risk management.

Minors, supervision & pickup

Before & after class

Staff supervision applies during the student's scheduled class. Parents remain responsible before class begins and after class ends, including in parking and exterior areas.

Prompt pickup

Minors must be picked up on time and may leave only under the family's authorized pickup plan. Repeated late pickup may require a conference or different attendance arrangement.

Custody information

Provide written notice and appropriate legal documentation for pickup restrictions. Magnolia will not mediate family disputes or guess who is authorized.

Siblings & guests

Siblings and guests must be supervised, remain in designated areas, and stay out of instructional spaces unless invited. The enrolled family is responsible for guest conduct.

Restroom independence

A parent or guardian must remain on-site and available when a child needs adult help with toileting, changing, or clothing.

Parking & exterior safety

Supervise children, use designated spaces, follow posted traffic rules, and do not leave minors unattended outside the studio.

Child safety

Report safety concerns promptly to studio leadership. Staff may report suspected abuse, neglect, or other safety concerns to appropriate authorities when required by law. Magnolia's role is to protect and report, not to investigate family allegations.

Keep phone numbers, emergency contacts, authorized pickup information, medical information, and custody documentation current.

We each shape the room

Students

- follow safety directions the first time;
- use equipment only as instructed;
- keep hands, feet, and belongings to yourself;
- avoid comments comparing bodies, abilities, or progress;
- ask for help and report unsafe or unkind behavior.

Parents & guardians

- arrive and pick up on time;
- support instructor safety and placement decisions;
- do not coach or correct students from the lobby;
- supervise siblings and guests;
- raise concerns privately and respectfully.

Respect goes both ways

Families deserve clear, professional communication; staff deserve respectful treatment. Bullying, harassment, threats, intimidation, fighting, deliberate humiliation, retaliation, hostile messages, public confrontation, interference with instruction, property damage, or repeated disruptive behavior are not acceptable.

Prohibited on studio property

Smoking, vaping, alcohol, illegal drugs, weapons, dangerous items, and intoxicated or impaired behavior are prohibited.

How concerns may be handled

Magnolia may use coaching, a warning, parent conference, behavior plan, restricted observation, class removal, suspension, changed placement, or termination of enrollment based on the circumstances.

Serious safety or conduct issues may require immediate action. A good-faith report about safety or mistreatment will not be punished.

Observation, privacy & shared space

OBSERVATION

Use designated areas and times. Stay out of training spaces, keep conversation quiet, and do not signal, coach, or interrupt. Magnolia may limit observation for safety, space, privacy, focus, or program needs.

PHOTOGRAPHY & RECORDING

Personal recording requires instructor permission. Do not record, post, or livestream another student, family, staff member, class, monitor, or conversation without permission.

STUDIO MEDIA

Magnolia's use of a student's image is governed by the media choice completed during registration. Families should follow the published opt-out or update process.

PHONES

Students store and silence devices during class unless staff approves a specific use. Observer device use must remain quiet and nondisruptive.

FOOD & DRINKS

Closed water bottles are welcome in designated areas. Food is limited to approved spaces. No gum during training. Tell Magnolia about severe allergies.

BELONGINGS & LOST ITEMS

Label belongings and leave valuables at home. Unclaimed items may be donated or discarded after 30 days; unsafe, wet, perishable, or unsanitary items may be removed sooner.

Personal property

Magnolia is not responsible for lost, stolen, or damaged belongings to the extent permitted by law.

Facility care

Report spills or damage, use designated areas, and treat equipment and neighboring property carefully. Families may be responsible for intentional or clearly careless damage.

A skill video approved by an instructor must stay in the assigned area, must not interrupt instruction, and does not authorize unsupervised practice.

Clear communication, clear expectations

Official channels

Email, phone, the registration portal, and other channels Magnolia specifically publishes are official. Families are responsible for keeping contact information current and reviewing studio messages promptly.

An instructor's personal phone number, email, or social media is not an official channel unless Magnolia designates it for a specific purpose.

Protect class transitions

Do not interrupt instruction or request a lengthy or sensitive discussion while an instructor is supervising students. Contact the studio to arrange an appropriate follow-up.

Policy updates

Magnolia may revise policies as the studio grows. The newest published guide supersedes earlier versions. Reasonable notice will be provided when a change materially affects current families.

Written clarification

A verbal statement does not change a written policy. If a conversation seems different from this guide, contact Magnolia so the expectation or individual exception can be clarified in writing.

How the documents work

The signed Membership Agreement controls enrollment terms it specifically addresses. The liability waiver and media release control their own subjects. This full guide governs general studio operations. Website and registration summaries are quick references only.

Acknowledgement

By completing registration, the account holder confirms access to the current guide, agrees to applicable policies, and will help minor students, siblings, and guests follow studio expectations.

If a question affects safety, billing, attendance, or a student's experience, ask before relying on an assumption.

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