



Q & A's - Cheer St. Louis

Updated 5/3/2023

Q: What is Cheer St. Louis's contact information?

A: Cheer St. Louis
1930 Trade Center Drive
St. Peters, MO 63376
(636) 980-5670
info@cheerstlouis.com

Q: How do I register online?

A: On the homepage, there are 2 boxes: Parent Portal (Sign up for new members or Log in for returning members). Click "New Member Registration" and complete the form. It will have you place a credit card on file, post a \$55 family annual gym fee to your account, and have you agree to our policies. Submitting the form does not charge your credit card on file. It posts the fees to your account until the front desk staff reviews and contacts you.

Q: What is the Members Only Information Page?

A: This page is for all Elite, Prep, International, and Novice parents. Registration for this page is required. To obtain the passcode please contact the front desk. Once approved you will find parent contracts, competition schedules, and other useful information for the season.

Q: When does our season start?

A: Our season for Prep, Elite and International starts mid-May and runs through April. This does not include end-of-year events. Tryouts are typically in early May. Novice Full-Year starts in June and Novice Half-Year starts in October. There are no tryouts for Novice you will register by the athletes birth year.



Q: What programs do we offer?

A: Cheer St. Louis offers a wide range of programs. Our All-Star cheer programs consist of our Elite, Prep, and International athletes. We offer a Full Year Novice and Half Year Novice program. FUNdamentals and SASS classes are session programs that happen several times throughout the year. Monthly cheer, tumbling and preschool classes are also available.

Q: Did you know we offer Parent-Tot, Gymnastic, and Ninja classes?

A: We offer LittleBits classes inside our facility. Athletes aged 1-10 looking for a non-competitive environment look no further. LittleBits offers session classes several times during the year. Visit www.cheerstlouis.com and click on the LittleBits tab to view our parent-tot, gymnastic, and ninja classes offered.

Q: Did you know LittleBits offers summer camps?

A: We offer LittleBits summer camps from June through mid-August. Join us each week for a new theme! Great for athletes age 3-10. Your athlete will need to be bathroom independent. Visit www.cheerstlouis.com and click on the LittleBits tab to view our summer camp offerings.

Q: Did you know LittleBits offers birthday parties?

A: Ready for a fun and easy way to celebrate your child's birthday party? Look no further. We offer two packages: Orange and Blue. For an additional charge you can add additional children, the bounce house or an extra half-hour (exclusive to certain days and times). Visit www.cheerstlouis.com and click on the LittleBits tab to book your party today!

Q: What is USASF?

A: The United States All-Star Federation (USASF) is our governing body. Anyone on an Elite, Prep, International, or Novice team will be required to have a current membership with them. A birth certificate is required during the registration process. Any team mom will also be required to have a membership.



Q: How do I enroll in a trial class?

A: During the New Member Registration it will ask you to select a class. Choose a class. Once the class is selected it will take you back to the registration form. If the class is eligible for a trial there will be a drop-down menu to choose “Yes”. The \$55 family annual gym fee will be removed from your account until your athlete trials the class and speaks with a front desk staff either at the desk or on the phone to commit. You will still need to provide credit card information in order to submit the form. No charges will be processed.

Q: How do I get on the waitlist for a class?

A: There are two ways to place your athlete on the waitlist: log into your parent portal or contact the front desk.

Q: How do I transfer my athlete into a different class?

A: Transfers to a new class can only be done by contacting the Front Desk. You are unable to transfer your athlete via the parent portal. We ask that you do not fill out a drop form and enroll in a different class. Again, please contact your dedicated front desk staff for assistance.

Q: What should my athlete wear to class?

A: Team athletes should wear their provided practice uniform. Class athletes are asked to wear athletic clothing and tennis shoes. If they feel more comfortable tumbling barefoot, we ask them to put their belongings in a cubby with their water. Long hair should be up and any jewelry taken out and/or off.

Q: What items can be brought into the gym?

A: Only water or propel in a closed-top container can be brought into the gym. We ask that you leave any valuables at home.

Q: How do I drop a class?

A: Visit the homepage of the website: CSTL tab, forms and policies, take a break form. Please fill out this [form](#).” Once the form is submitted and processed an email confirmation will be sent to the account contact. Per policy, they will be dropped from the class on the last day of the month. The fee will be posted on the 16th of the month regardless of what day the form is submitted. The fee will be auto-paid on the 1st regardless the day of the week.



Q: How do I schedule make-ups for my athlete?

A: Visit the Returning Member Parent Login and click ☰ in the upper right-hand corner. Scroll down to Absences and Makeups. If the class is eligible for makeup, cheer, tumbling or preschool, it allows you to schedule a make-up. You can also contact the Front Desk to schedule. Make-ups must be scheduled for the same class the absence occurred. For additional information visit our [Makeup Policy](#).

Q: Why did my athletes' make-ups go away?

A: There are two reasons your athletes' make-up disappeared. First, if you dropped the class all make-ups associated with the class are no longer available. Secondly, make-ups expire 60 days from the date of the absence. Make-ups are open based on availability in the class.

Q: Can my athlete do make-ups for team tumbling?

A: We do not offer make-up classes for our team tumbling.

Q: How does my athlete advance into the next tumbling class?

A: Email your athlete's current tumbling coach to evaluate them. If the coach feels they are ready the tumbling director will be contacted for approval. The coach or front desk will reach out once approval for advancement to the next class is given. Our dedicated front desk staff will assist you in getting your athlete transferred to the next class.

Q: When is tuition due?

A: Tuition for classes (cheer, preschool & tumbling) is posted on the 16th of every month and auto-paid on the 1st of every month regardless of the day of the week it falls on. Session classes, camps/clinics, and private lesson fees post immediately and are processed at the time of registration. Team installments (tuition and team additional fees) are posted and paid per the payment schedule located in your Parent Contract which can be found on the Members Only Information Page.

Q: How do I make a payment arrangement?

A: You will need to email Tara Florek, account manager, at tara@cheerstlouis.com. The arrangement must be in writing by midnight on the last day of the current month. Any arrangement received on the day of auto pay may not be honored. Only two arrangements can be made per season May-April.



Q: Why did my card get charged \$10 for water/propel?

A: We have a \$10 credit card charge minimum. The money not used is held in your account as a credit for other drinks in the future.

Q: How do I book a private lesson?

A: Visit your Returning Member Portal Login. At the top use Classes and Events then click on Find Events. In the blue, you can click “View in Calendar” for an easier calendar view color-coded by the coach. Behind each coach, you will find their levels. We ask that you sign up for the coach that best fits your athlete's level. Each lesson is \$35 and is 30 minutes. You can also visit the homepage of the website: training tab, private lessons.

Q: How do I cancel a private lesson?

A: Visit the homepage of the website: CSTL tab, forms and policies, private lesson cancellation form. Please fill out this [form](#).” Once the form is submitted and processed an email confirmation will be sent to the account contact. Cancellations need to be 24 hours in advance for credit only on account.

Q: How do I give my private lesson to another family?

A: Contact the front desk with the family that will be taking the lesson. We will transfer it to their account and charge them the fee. A credit will be placed on your account.

Q: Where can I find a CSTL staff email?

A: All CSTL staff with a company email can be found in the Parent Meeting packet located on the Members Only Information Page or visit the homepage of the website: CSTL tab, staff.

Q: Where can I find the competition schedule?

A: Visit the [Members Only](#) Information Page, which is different than the Returning Member Portal Login. It can be found under the team information section.



Q: How many team practices and team tumbling classes can my athlete miss?

A: Elite/International/Prep Teams

Practices:

- May 22-August 31 athletes will be allowed to miss a maximum of 2 level/team practices.
- September 1 - March 31 athletes will be allowed to miss a maximum of 4 team practices.
- April 1st - end of the season no absences are allowed without coach pre-approval. No exceptions on required practice weeks.

Team Tumbling:

- May 1 - April 30 athletes will be allowed to miss a maximum of 6 tumbling classes throughout the season. These are not eligible for make-up.

A: Novice

- Full-Year: Athletes can miss 5 practices
- Half-Year: Athletes can miss 3 practices.

These can also be found in the Parent Contract located on the Members Only Information Page.