



# CCG has a few updates to tell you about.....

Central Coast Gymnastics Sports Center has been striving to offer the best to our customers in service, safest environment, well trained & enthusiastic staff, along with the most awe-inspiring facility for you and your family for the over 29 years. To maintain the highest quality possible, we will be making some necessary adjustments to CCG's tuition payments.

**CCG brings extraordinary value to every child's life at home & at CCG!**

As we continue to strive to provide the best services possible during this pandemic, quality customer service becomes key in maintaining excellent communication with our families, to reduce time processing individual payments inside our facilities. We encourage our customers who have not taken advantage of our **Automatic Payment Program (auto pay)** to begin today. If you are currently registered with a CCG Customer Portal, you can do this through your online account on our **CCG Customer Portal**. Signing up for automatic payment and accessing our online CCG Customer Portal is a simple process. To access your CCG Customer Portal, visit [www.iflipforCCG.com](http://www.iflipforCCG.com).

Please give our office a **call (805)549-8408** or email [info@iflipforCCG.com](mailto:info@iflipforCCG.com) to learn more and get access to both features.

## Benefits of being on Autopay and having access to CCG's Customer Portal:

- By collecting your payment through **auto pay**, this allows our office staff to devote more time to meet the individual needs of our customers.
- Save \$5 every month on tuition when you enroll on **auto pay**, this save you \$60 annually.
- No more trying to remember to pay your tuition when you are enrolled on **auto pay**. No more late fees to worry about. Payment is always on time (Late fee is \$15 per child monthly after the 1<sup>st</sup>).
- **Auto pay** is easy to enroll in or if you want to dis-enroll, just give us advanced notice in writing by the 15<sup>th</sup> of the month before auto payments run on the 20<sup>th</sup> for the next month's tuition.
- No more standing in line at the office (less touch points) or calling us last minute to pay, as we have limited staff due to the pandemic and less office hours when you are enrolled on **auto pay**.
- **Auto Pay** helps CCG to have less in-person contact with customers currently and use less paper. This helps CCG go **GREEN** and lower the high volume of individual transactions.
- The online **CCG Customer Portal** is great for you to have access to your child(ren's) accounts and update things like your credit card at your convenience.
- It is easy to get started, just go to [www.iflipforCCG.com](http://www.iflipforCCG.com) and click on the blue **CCG Customer Portal** button.
- We accept all Visa, Master Card, Discover, and American Express credit cards, as well as debit cards with a Visa, MasterCard, Discover, or American Express logo.

**CCG Customer Portal**  
SIGN IN OR REGISTER

## Quarterly Payment Plan

You may also pay (3) full months of tuition or more at a time to receive a \$5 discount per month and avoid late fees.

## As we face the ongoing affects of the pandemic, there are increased demands in overhead:

- Rising costs for payroll with the annual \$1.00 minimum wage increase and workers compensation insurance rate increases.
- Increases in our utilities, facility upgrades, security cameras, insurance rates, and other cost to provide the best quality.
- All the incredible challenges we have faced with full and partial closures, and loss of income during this time.
- Newly added cost for PPE supplies, hand sanitizer, and additional cleaning supplies.
- Added staff cost for Covid-19 trainings, cleaning hours increased, and upgrades to meet the safety guidelines and protocols.

**CCG has adjusted our tuition rates by approximately 10% for our preschool & recreational classes opening as of October in 2020. We will be adjusting our competitive teams' tuition approximately 10% on November 1,2020. This adjustment is necessary to maintain our ability to remain in business, to continue to have the highest quality coaches, services, and superior programs that we offer. We have continued to train all our competitive athletes as of June 9th (130+/- athletes), we have focused on maintaining our key staff, overhead, and a safe environment (normal numbers of enrolled children of 650-750).** Our last adjustment was January 2020: Except CCE Cheer Teams which had a 5% increase in July and will have one more adjustment of 5% as of November 1,2020.

We value each of our customers and we are honored to have your continued support of our programs, employees, and business as we move forward through this pandemic. If you have any questions regarding these changes, please do not hesitate to contact our office. We know many of you face the same challenges we do, and we are here to help anyway we can. *Please let us know.*

**Call CCG: (805)549-8408      email CCG: [info@iflipforCCG.com](mailto:info@iflipforCCG.com)**

*CCG is located just off S. Higuera at 21 Zaca Lane, Bld. #100 - SLO, Cal. 93401*