



Supplemental Policies & Information

Last Updated: March 6, 2026

Inclement Weather

All Cancellations will be shared via email, and social media with at least 2 hours' notice. Refunds: No refunds for weather-related cancellations. We invite you to review our Inclement Weather Policy.

Winter Weather:

- Class cancellations will be announced by 7:00 AM (day) or 2:00 PM (evening).
- Notice will be via email and social media (Facebook and Instagram).
- Families may choose to stay home if they feel conditions are unsafe.

Extreme Heat:

- Despite having an air-cooling system, if indoor temperature exceeds 30°C, classes will be cancelled.
- Class cancellations will be announced by 7:00 AM (day) or 2:00 PM (evening).
- Notice will be via email and social media (Facebook and Instagram).
- When classes continue, coaches will monitor athletes, enforce hydration breaks, and adjust activities. Athletes should come hydrated, dressed appropriately, and report discomfort to their coach or reception.

Summer Camp Weather:

- The weather is monitored daily.
- Outdoor activities will be moved indoors or adjusted during extreme weather.
- Field trips may be cancelled or changed; parents will be notified via email/phone.

Communication

All communication between staff, coaches, athletes, and caregivers is intended to be open and respectful. We invite you to review our [Positive Participation Guide](#) and Respect Policy.

Kemptville Infinity Communicating with Athletes/ Families:

- **E-mail:** is our primary source of communication. It is the parent/caregiver's responsibility to ensure an accurate e-mail address is on file for the Primary Contact in the Parent Portal.
- **Social Media:** is our secondary source of communication. We recommend you follow @KemptvilleInfinity on Facebook or Instagram to receive updates on upcoming events and activities. Competitive Athletes' families will be invited to the private Facebook Group. Competitive Cheer families will be invited to a private group on the Band App.
- **Monthly Newsletter:** is another important source of communication. The primary email address on file will be sent the newsletter on a monthly basis. We suggest families take a few minutes to review the important updates and opportunities contained in the newsletter.

Athletes/Families Communicating with Kemptville Infinity:

- **Email:** is the best source of communication. Any questions about programs or to report an absence, please contact us at Info@KemptvilleInfinity.com. Questions regarding billing can be sent to Admin@KemptvilleInfinity.com. You can expect a response within 48 hours.
- **Phone:** For more urgent concerns, call us at 613-617-0888 during our business hours. Any voice mail messages are checked daily and a response will be provided, if applicable, within two business days.
- **Social Media:** Private Messages through Facebook or Instagram are accepted and a response can be expected within two business days.

Media

All media coverage is intended to be transparent giving respect to all, including to those with no media consent. We invite you to review our Full Media Policy and Photography & Video Policy.

- No phones are permitted on the gym floor, no photographs or videos are permitted unless a request has been made. Parents' week is an exception, where photos of your child only are permitted.
- Athletes who have opted out of Media Consent shall not have photos or video taken to be used on any Kemptville Infinity media platform. Competitive Gymnastics, Cheer and Spirit Team athletes may be requested to consent to event media release in order to register for specific events and competitions.
- **Flash photography is extremely dangerous for athletes as it temporarily blinds them and poses a serious risk for injury. It is strictly prohibited in the facility at any time.**
- Kemptville Infinity has closed-circuit cameras in place for safety, security, and insurance purposes, to ensure we have footage in the unlikely event of a serious incident or accident.

Lost and Found

- We encourage you to label your athlete's items and continue to check the lost and found regularly.
- Items are kept for only 1 week after a session ends, at which time items without labels are donated to a local charity.

Class Changes and Progression

- Coaches will monitor participants' progress throughout the year and may recommend class changes to better match a participant's skills and ensure continued growth.
- The **Recreational Program Director** will assist with class transfers as needed.
- If an athlete is recommended for the Pre-Competitive or Competitive program an email from the Program Director will be sent and an invite to come for a talent detection assessment. From there, a follow-up email with an invitation or a recommendation will be sent to the athlete or family email on file. Should you wish to initiate a try-out for the competitive program (including pre-competitive), please email competitive@kemptvilleinfinity.com.