



● ● ● **Welcome to the Family!**

We're thrilled that you've chosen *Gymboree Play & Music* as your little one's enrichment program. Each day at *Gymboree Play & Music*, we celebrate your little one and all that makes him or her unique, through social interaction, physical activity, cognitive learning, and PLAY! We welcome children of all abilities - let us know how we can help your little one succeed so the fun can begin! When you decide you want to share the joy of Gymboree Classes with others, you may receive a \$20 GiveGet credit for every person you invite who enrolls in a membership while you also have a membership. We also appreciate reviews for everyone to read.

● ● ● **What to Expect?**

As your little one grows with *Gymboree Play & Music*, you're going to experience some BIG "firsts," both in class and at home. Some that make us smile most:

- | | | |
|--|------------------|------------------------|
| *Smiling | *Crawling | *Keeping time to music |
| *Sliding | *First Steps | *Writing their name |
| *Sitting Up | *Popping bubbles | |
| *Making a new friend (you'll make new friends, too!) | | |

There's also going to be a few "firsts" for adults, too, so we've prepared this FAQ to get you started on your *Gymboree Play & Music* journey. If you ever have any questions, comments, or concerns, please reach out to us. We're happy to help you however we can!



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[@gymboreeclasses_southlake](https://www.instagram.com/gymboreeclasses_southlake)



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[@gymboreeplayandmusicsouthlake](https://plus.google.com/+gymboreeplayandmusicsouthlake)



[Gymboree Play & Music of Southlake](https://www.linkedin.com/company/Gymboree%20Play%20&%20Music%20of%20Southlake)



www.GymboreeClasses.com



FAQ for New Families

How do I reserve my class times?



Reserve Classes

Log in to your account [online](#), the [Gymbo app](#), or let us know by phone, [e-mail](#), or in-person.

Some classes, such as Art and school readiness programs, require a set number of materials, so we require reservations at least 3-hours in advance so we have the proper supplies. Furthermore, these classes must be canceled at least 1-hour prior to class start time to avoid a \$5 Supply Fee for non-attendance. All class sizes are limited, and we hate to turn families away, so please reserve your spots in advance if able, and reschedule or cancel if you know you cannot attend so those on the Waitlist may join. By knowing who is attending, we can also let you know if classes are canceled for any reason, such as inclement weather. You may schedule your classes as needed anytime online, through the app, phone, email, or by speaking to us in person, and we'll be happy to reserve your spots ourselves.

May adults participate in class?

It's expected! Except for the school readiness classes/camps, which are drop-off programs, caregivers enjoy classes and Open Gyms with their little ones. This is important for bonding, learning, and also safety.

We encourage adults (parents, grandparents, aunts/uncles, nannies/au pairs) to be a partner with little ones during activities. You will get to sing, dance, pop bubbles, or be a dinosaur! You are the best role model for your child, and you can best determine when they're ready for group participation time. Child-led playtime is also important, so if your little one prefers to play their own way, that is fine. Your role is to "use your words" and say what it is your little one is doing, focusing on the concepts for the day that the instructor has shared. Time with your little one(s) is priceless, so enjoy every moment of it!

For those needing to prepare little ones for preschool/kindergarten, focus on another child, or just have some time to themselves, we have drop-off classes and camps throughout the year where children will receive play-based instruction in literacy, STEAM skills, and more.

How do you keep families safe physically and from illnesses?

Always stay within a hug's reach of the child at all times, and only children under seven years of age are allowed on the equipment. We have various cleaning procedures to reduce the exposure to germs, and our front door is always locked, with the exception of private parties. If you must step away from your little one, please notify a Team Member so we can remain within a hug's reach of your little one for you.

Our beautiful flooring provides the best possible play surface for the safety of your little one(s), but it's best that you stay within a hug's reach of your little one(s) to provide encouragement and safety while they explore the equipment. Not all of our equipment is designed to support adult weight, so please ask a teacher first if you really want to climb, too.

We understand that accidents happen, but it's always best to know how to prevent them first. Our staff is trained for basic health concerns and are prepared in the event of an issue.



Safety



We sanitize our play equipment, props, and high-touched surfaces after every class, Open Gym and party. [EnviroMaster](#) sprays the site weekly with a germicide to reduce the amount of germs that settle on surfaces. Our families are considerate and remain home when ill, and tell us if they did attend classes before realizing they were contagious.

We utilize a buzz-in system like daycares and schools use, and have deadbolts on the doors to our back classrooms where emergency doors are located.

You agree to defend, indemnify and hold Gymboree Play & Music and Gymboree Play & Music of Southlake harmless from and against any and all claims, damages, costs and expenses, including attorneys' fees, arising from or related to your use of the site.



Communications

How will you communicate with me?

We may contact you by calling you, sending you a text message, and/or email.
Phone/Text: 817-421-9300

Newsletter updates from us: SouthlakeTX@GymboreeClasses.com

Account emails to you: Connect@Care.com

Newsletter updates from home office: Email@GymboreeClasses.com

We suggest you save them to your contacts. Emails may end up in Spam/Junk or Promo folders, so be sure to check those if messages are not arriving to your Inbox. Also verify the address in your profile is correct.

We also post important messages, events, offers, and other information to our social media pages and our website ([Pricing](#), [Local Info](#)), so be sure to follow us to keep up to date with events. We are always happy to speak with you, so if you ever have any questions, suggestions, or concerns, please do not hesitate to contact us at SouthlakeTX@GymboreeClasses.com, or email the franchise owner privately at KingWorksLLC.JKF@Gmail.com



Arrival

When should we arrive at class?

Arriving about 5 minutes early is perfect!

This will give you plenty of time to get ready (**shoes off, socks on for adults, sanitize hands**, etc.) and have a few minutes to chat with the other adults. If you're running behind, it is no problem at all as our class structure caters to your needs. We usually allow about 5 minutes of child-led exploration before beginning instruction to allow time for those running behind.

Families must be buzzed in to play, so if we don't see you approaching, please listen for a click, you may then open the right-side door under the awning.



Attire

What should babies and children wear to class?

Whatever is most comfortable for play.

Soft pants, onesies, and other clothes that are easy to move in are always a good choice. Children have the best traction and get more sensory experiences when barefoot, but they may wear socks with grips on the bottom if you prefer. If you'll be in our Art Class, we suggest wearing clothes you don't mind getting messy. Our paints are washable, and we provide smocks, but we don't want to ruin any expensive items. This includes bags or purses as sometimes we just have way too much fun and paint may be splattered! Personal items may be left in the lobby if you prefer.



Comfortable and moveable clothes work best for the rest of your outfit. Plan to be on your feet, bending over, sitting down, and chasing your little one(s) around! You'll be on the floor several times during class, so short or tight skirts and dresses are best left at home. **Adults must wear socks** past our lobby, the more whimsical, the better! We have them available for \$3.24 (10% off for members) if you forget yours at home. If you're attending Art Class, it's recommended you do not wear non-washable items.

Name tags are a great way to connect with new friends. We'll have blank name tags and markers ready for you when you sign-in every day. We recommend placing them on the back for the little ones tempted to remove them. Some of our members may have one that reads "GymbAssador" on it. These are caregivers who are happy to share their experiences with you and be a new friend.

We'll miss seeing your smiling faces, but if your child (or whomever brings him or her) is sick, please take a day (or more) off from play and learning. It's better that sick people stay home, especially if potentially contagious, and make up the day at a later time. Please follow the 24-hour fever-free rule, and follow medical guidelines provided by medical professionals.

Life happens, and we are here to provide fun and learning, not cause more stress. If you need to miss a class, it's super easy to reschedule. Log in to your account online, or contact us directly to choose another class, we're always happy to help! Active memberships are managed per billing period, so you may schedule all classes in one week if needed, or even for a time in the next billing period, but it will be deducted from the current month's class credits.

That said, not every Gymboree Play & Music location around the world will accept Memberships or Class Passes from outside their franchise, so you may need to pay separately. Contact the site for their policy and to have them reserve your spot(s). They'll be happy to sell you Class Passes or Memberships if you'll be with them for an extended period.



Open Gym

What is Open Gym?

Child-led play time.

Open Gym is a perfect mix of social and active time! Children and adults may play and socialize on the playfloor during Open Gym sessions for as little or as long as you'd like, however and whenever you want during our scheduled times. Open Gym is included in all active memberships, or you may purchase an Open Gym Pass for children not enrolled in a membership. Members receive a discount on Open Gym passes for non-active children (ask us for the link).



Exclusive Times

What are Exclusive Times?

Private class or Open Gym play time for an extra price.

Whether you'd prefer to have a one-on-one class with an instructor, invite your friends to play without others around, have a combination class, host a private party, or need a time not on our schedule, Exclusive Times allow you to do just that. We have designated dates and times on our schedule, but are happy to work with your schedule as long as room and instructors or other team members are available to accommodate your needs. Exclusive Times are NOT included in any membership, but there are discounts on parties for members. These MUST be reserved at least a day before to ensure instructor/team member availability.



Gymboree On The Go

What is Gymboree On The Go?

That's where we bring our classes to you!

We are happy to provide our variety of classes at your location of choice -- hospital/birthing center, mom groups, daycares/preschools/elementary schools, libraries, community centers, etc. -- as a one-time special or on a regular basis to provide enrichment activities for children.



Special Events

What types of special events do you have?

Everything from Story Gyms with guest authors to guest speakers about parenting or child development to parties to celebrate holidays and seasons!

We love to meet new people, educate families, help entrepreneurs, and have fun, which is why we enjoy collaborating with others to bring our members and non-members information about child development, services/products you may enjoy or find useful, and have fun in developmentally appropriate ways with the family. Be sure to read our emails, social media posts, and monthly calendars, about the various events we have throughout the year. Members receive discounts off most ticket prices and may even find they are included in the membership.



Available Positions

Your team members seem to have so much fun, I want to work here, too!

Complete our employment prescreen and we will contact you!

As a growing small business, we are always in need of instructors and member relations assistance. Let us know some information about you and we'll contact you for an interview.





Our Team

Who do I need to know?

Unlike many play centers for children, Gymboree Play & Music of Southlake is a child enrichment center and is therefore staffed with trained adults who understand child development and are committed to providing families with a wonderful experience in play-based learning. Some have attended, or are currently attending, classes with their own children, too, and come from all over the world!:

- **Gymbo The Clown:** Mascot and teacher's assistant since 1976
- **Jessica Fagin:** Franchise Owner since 2020
- **Ana-Sofia Gonzalez:** Marketing Director and Instructor since 2023
- **Ingrid Rincon:** Librarian and Instructor's Assistant since 2023
- **Stella Genarie:** Preschool Instructor and Party Coordinator since 2024
- **Luz Gomez:** Member Relations Representative since 2024
- **Laura Aguilar:** Instructor since 2022
- **Sarah Roman:** Member Relations Representative since 2024
- **Melanie Canales:** Instructor since 2024
- **Nathalee Mendez:** Member Relations Representative since 2025
- **Jeanne and Reddy:** Coppell ISD Student Marketing Interns 2025-2026
- **GymbAssadors:** Members who are happy to be your Gymboree friend!



Other Emails

Contact Us

Parties.GPMSTX@Gmail.com - private events, space rentals, etc.

Charities.GPMSTX@Gmail.com - request donations

Marketing.GPMSTX@Gmail.com - advertising, collaborations, etc.

KingWorksLLC.GPMSHR@Gmail.com - human resources



Gymboree Play & Music of Southlake is owned by a franchisee. Some information provided at this site may differ from other sites. We also reserve the right to change information as needed.

Building Confident Learners,
Jessica Fagin
Franchise Owner

