



# Registration Contract (PLEASE READ THIS ENTIRELY)

**Updated: September 21st, 2023**

You can view information for your upcoming classes via the Camp Today tab on your [Parent Dashboard](#). This information will be made available to you 10 days before the start of class and will include dates, times, classroom number, zoom links (if applicable), instructor names, and sharing information (if applicable).

## **Registration:**

Programs fill on a first-come first-served basis and programs may sell out. We accept registrations as long as space is available or until the second class meets, whichever comes first. We do not offer pro-rated tuition.

## **Cancellation:**

Please review your schedule before registering, staffing is based on enrollment and cancellations present challenges for our organization. Our cancellation policy protects the wages of our staff and we appreciate your understanding and support. Occasionally cancellations or modifications to an existing registration are required and the policy is listed below.

1. Class cancellation must be done manually by Childsplay Admin. To cancel or modify existing registration e-mail Academy Manager at [bfallon@childsplayaz.org](mailto:bfallon@childsplayaz.org) or call 480-359-1494.
2. If space is available, a student may transfer into another program. Alternatively the tuition paid may be applied to a registration for another child within the same household. Caregivers will be asked to pay difference in tuition if the transfer class has a higher cost.
3. There are no discounts, credits, or makeups for missed classes
4. **Canceling more than 30 days before the first day of class (per class)**
  1. Families will receive a refund minus a \$50 cancellation fee
  2. Families may also choose to save the remaining tuition as a future credit to be used within one year (refunds will not be offered after six months)
5. **Canceling 1-30 days before the first day of class (per class)**
  1. \$50 cancellation fee
  2. Remaining tuition will be turned into a future class credit which must be used within six months.
  3. After a year, tuition cannot be used and no refund will be given
6. **Canceling the day of or after the first day of class (per class)**
  1. No refunds or future class credits will be provided.
7. Academy credit is valid only for classes and cannot be applied to purchase tickets for Childsplay performances or special events or vice versa.
8. Childsplay Theatre Academy reserves the right to cancel any class with insufficient enrollment. In such cases, Childsplay Academy will notify you, and we will reschedule the student, or issue you a full refund. No cancellation fee is assessed when a program is canceled by Childsplay.

## **Class Credit:**

When a family cancels their registration for any reason, and a future class credit is able to be provided, that family may only move that credit one time. If they have to cancel the next class they applied the credit to, a refund will not be provided. If a family fails to utilize their credit within 6 months, they forfeit the credit with no refund. We do our best we can to make things work for each family, however, moving financials around so many times is an incredibly time consuming and complex task that can add dozens of hours of extra work for our non-profit. We appreciate your understanding and our desire to work efficiently.

## **Age Restrictions:**

At Childsplay, we are very intentional with our age restriction on our programs. Please make sure you

are being truthful about your student's age. We want them to be here and we offer a number of programs starting as young as 2 years old for this reason. We may ask for proof of your student's age and if we are made aware that a student is too young for a program, you will be asked to leave without a refund (when found out within 30 days of a class starting). Thank you for your understanding as we strive to give the best programming to all of our students.

### **Bathrooms:**

All students must be potty trained to attend our classes (with the exception of our ages. 2-4 class where caregivers must remain in the class). Students in our 4-6 class will not be taken to outside bathrooms (unless the bathroom in class is not an option for whatever reason).

We understand that accidents happen and if you need, you can send your student with a change of clothes. Due to our rule-of-threes, our staff will not be able to go into the bathroom and assist with bathroom needs. Students will need to be able to change their clothes and use the bathroom without assistance. We do not have clothes to provide if a student has an accident. Students who do not have a change of clothes due to a bathroom accident will need to be picked up or a caregiver can bring a change of clothes.

### **Attendance Policy:**

We expect students to attend every day of the class in which they enroll, except in the case of illness or emergency. Consecutive absences may impact a student's ability to participate in the sharings or performances at the culmination of the program. If you know your student is going to be absent, please inform Academy Admin by texting: (480) 359-1494 or email: bfallon@childsplayaz.org. Please include the name of the class.

### **Student Health Policy:**

Student health and well-being is our priority. Although no medical professionals will be onsite at Childsplay Theatre Academy, at least one staff member certified in CPR first-aid is onsite during all program hours. All teaching artists and Academy support staff receive annual training in best practices for first aid. Please disclose any allergies or medical or behavioral issues on the emergency contact form. This information will be kept confidential (except in the case of a medical emergency) and can be extremely useful when planning the class activities so that everyone feels comfortable and included.

### **Medication:**

Childsplay Theatre Academy cannot dispense, monitor or maintain medications (except in the case of an allergic reaction or asthma attack and only with written Emergency Action Plan). It is the responsibility of a parent or legal guardian to inform the education staff of any illness, injury, chronic condition, disability, allergy or special needs affecting a student's participation in the program.

### **Pick up/Drop-off**

Only caregivers listed as authorized picks on Campsite may sign students out of programs.

During school breaks (Summer Break, Fall Break, Winter Break, or Spring Break), Childsplay offer full day classes for ages 6+. All students in full-day classes (9:30-3:30pm) not picked up by 3:40 pm will be taken to Extended Care in classroom 1 and guardians will automatically be charged \$15 for extended care. Students picked up past the end time for extended care (6 PM) will automatically be charged an additional \$15. Every quarter hour, that amount doubles.

During weekend and weeknight classes, students still remaining after 10 minutes after the class ends will be walked to the front office. It will be the responsibility of the caregivers to come to the office to pick them up. Caregivers will be charged \$15 for late pick ups.

If you know you will be late; please contact Childsplay at 480-359-1494

### **Electronics Policy:**

Students will not be allowed to use electronic devices (including cell phones) during class hours or lunch break. While they may be used during extended care (before and after class), please remember Childsplay is not responsible for lost or damaged items.

Please alert the Academy Manager if your child utilizes electronic devices as communication or therapeutic outlet necessary for participation in an Academy class.

### **Code of Conduct:**

To maintain the safe and supportive environment for young people, we do not tolerate any form of physical or verbal abuse, harassment, vandalism or the use of illegal substances. Any behaviors violating this policy will be addressed, and the student may be asked to leave classes. No class credit is issued if the Code of Conduct is violated.

**Media Release:**

Completion of Media Release form gives consent for Childsplay, Inc. (and its designees and agents) permission to utilize student's image, likeness, actions, and statements in audio, video or photographic display or other transmission, exhibition, publication or reproduction made of, or at, the class in any medium including commercial or promotional purposes, without further authorization or compensation.

Families are welcome to take recordings and photographs of their student in class for strictly personal use only. Any recordings or photos made by families should not be used for broadcast and/or distribution via the internet including but not limited to social media sites and/or public websites.

**Inclusion Statement:**

As part of Childsplay's commitment to access and inclusion, at Childsplay Theatre Academy we make intentional choices in our classroom practices to be a welcoming space for peoples of all ability, ethnicity, sexual orientation, and gender identity. We are happy to meet students' individual physical, learning and social needs. If there are ways we can be welcoming to your family, please let us know at [bfallon@childsplayaz.org](mailto:bfallon@childsplayaz.org).