

# CLASS PROGRAM POLICIES

## Town of Gilbert Parks & Recreation Department



### GENERAL PROGRAM GUIDELINES

1. **FOOD ALLERGIES:** The Town of Gilbert and its Recreation Staff understand that food allergies are very common in children and we are committed to providing a safe environment for your child. Snacks and/or treats may be provided in our programs and classes. Please inform your instructor of any food allergies that your child may have so we can prevent any allergic reactions. We will provide only commercially prepared snacks and treats that contain a nutrition and food handling label.
2. Please take a moment to update all of your contact information with a Town of Gilbert staff to ensure proper communication (i.e. cancelled class, injury/illness, late pick-up, etc.).
3. For your child's safety, children must be accompanied into the facility as well as to and from the classroom.
4. Non-registered children must meet the minimum age requirement of the facility to be left unsupervised. Please see facility staff for age requirements.
5. A participant will be allowed to register for a class as long as the participant reaches the required age anytime during the session, unless otherwise stated in the class description.
6. The Town of Gilbert has the right to cancel, postpone, combine classes, change rooms, and/or instructors at any time during the session. For the most up-to-date information please contact the respective center.
7. In lieu of the Town of Gilbert cancelling a class, we will make every effort to find a substitute to teach the class. In the event that a substitute cannot be found then a credit for the missed class will be applied to your recreation account to be used for future registrations.
8. If your child is sick with a cold or with flu like symptoms we ask that you keep them home for a minimum of 24 hours after symptoms have subsided. All participants must be temperature, vomit and diarrhea free for a minimum of 24 hours before returning to class.
9. Participants should dress appropriately according to the type of class they are registered for. Tights/leotards and or loose clothing are recommended for dance/movement classes. Closed-toe shoes are a recommended for all classes.
10. Classes holding end of the session recitals will be held on the last scheduled class date even if a make-up class is scheduled.
11. **WAITLISTS:** If you are on a waitlist for a class, and an opening becomes available, a Parks & Recreation staff will contact the waitlisted clients in order of the waitlisted position. Each waitlisted position will receive a 24 hour window to respond to the opening before the recreation staff continues on through the waitlisted positions.
12. **PHOTOS, AUDIO & VIDEOS OF PARTICIPANTS:** The Town of Gilbert often takes photos, audio or video of participants to be used by the Town of Gilbert for any lawful purpose, including the promotion of Town events on the Town's website or the Town's social media sites. By registering you are granting permission to the Town of Gilbert to utilize these photos, audio or videos as marketing and promotional material.

### ROOM POLICY

1. Only registered participants, instructors and Town of Gilbert staff are allowed in the classroom during class time. Parents are not allowed in the classroom unless it is a **PARENT/TOT** class. Exceptions are made for participants with special needs who require assistance.
2. **PARENT/TOT classes:** Only registered participant and parent are allowed in the classroom. Siblings, including infants, unless registered, are not allowed in classroom. Parents do not need to register but will be required to sign a waiver of liability on the first day of the session.
3. Children and/or parent/guardian should wait outside of the classroom until instructor invites you in. Classroom doors will open at the scheduled start time. Doors may remain closed to allow time for instructors to prepare for their upcoming class(es).
4. No food or drink allowed in the classrooms except water in a sealed container.
5. Due to limited classroom space, no strollers allowed inside classrooms. Stroller parking is available in the hallway outside of your classroom.

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### RESTROOM NEEDS

1. Parents are encouraged to take their children to the restroom before class.
2. A 10-minute bathroom/drink break will be taken for preschool classes that are one hour or more. Instructors will accompany the entire class on such breaks.
3. Parents of children in diapers/pull-ups must remain in the facility while the class is in session. If a diaper/pull up needs to be changed during the class, the parent will be asked to take the child to the restroom.
4. Children should be able to use the restroom independently if you plan on leaving the facility during the class.
5. If a child's parent is not available to take them to the restroom then a Town of Gilbert staff will escort the child to the restroom.

### BEHAVIOR POLICY

Children who are harmful to others or extremely disruptive to the class will be subject to the following Behavior Policy:

- Verbal warning
- Removal from the activity
- Call parent; temporary removal from the program
- Permanent removal from the program

### LATE PICK-UP POLICY

1. If parent/guardian is more than 5 minutes late for pick-up; the child will be brought to the front desk to be supervised by a Recreation Leader.
2. Instructors will contact parent/guardian if late pick-up occurs more than 2 times in one session.
3. If a participant is picked up late on three (3) occasions, it may be grounds for suspension from the program until arrangements can be made to ensure that the participant is picked up on time thereafter.

### REFUNDS & CANCELLATION POLICIES

**Withdrawals, Transfers, and Refunds** are allowed up to 10 days prior to the program start date, less a \$5 administrative fee. The administrative fee does not apply when the Town initiates a class cancellation due to low enrollment or unforeseen circumstances. In this case the full class fee will be credited back to the customer account. Credits will remain on customer accounts until the middle of the current class session to allow time for transfers to other classes or programs. Any remaining credits on accounts by mid-session will be refunded back to the cardholder. *Classes priced at \$10 or less are nonrefundable. No refunds or transfers within 10 days prior to the program start date.* Please call **(480) 503-6200** for more information.

1. Early registration is encouraged to help prevent course cancellation due to low enrollment.
2. The Town of Gilbert has the right to cancel any program due to insufficient enrollment or unforeseen scheduling conflicts. If a class or program is cancelled, participants will be notified (unless unforeseen circumstances arise) and offered an alternative choice, if available.
3. If no alternative is available, a full credit will be applied back to the participant's recreation account. Credits will remain on customer accounts until the middle of the current class session to allow time for transfers to other classes or programs. Such credits may be used for any Gilbert Parks and Recreation Department class, program, facility admissions or rental. **Any remaining credits on accounts by mid-session will be refunded back to the cardholder.**
4. Upon request, a full refund can be issued back to cardholder.
5. If credit card is not available, refunds will be issued by check. Checks require 2-3 weeks processing time.
6. The Parks & Recreation Department is committed to being fair and equitable to all participants; therefore we are unable to make exceptions to any class policies. We appreciate your cooperation and understanding.

### AMERICAN'S WITH DISABILITIES ACT (ADA)

The Town of Gilbert complies with the Americans with Disabilities Act (ADA). For accommodations, please call 480-503-6200.

### PARKS & RECREATION DEPARTMENT STAFF

<b>Freestone Recreation Center</b>	Laura Young, Recreation Coordinator	480-503-6288
<b>Gilbert Community Center</b>	Krista Neugebauer, Rec. Coordinator	480-503-6270
<b>McQueen Park Activity Center</b>	Stephanie McMullen, Rec. Coordinator	480-503-6233
<b>McQueen Park Activity Center/Independent Contractors</b>	Char Miller, Recreation Coordinator	480-503-6244