

Procedures and Policies 2016-2018

In order to offer you more efficient service, we ask that you abide by Fitness Connection's Policies and Procedures

GENERAL POLICIES:

- Our office is open Monday thru Friday and by appointment. Due to the nature of our Business, office hours do change time and again and without notice. If you need to speak to someone in person, please stop by or call during our office hours. If you call and receive the voicemail, please leave a detailed message and we will call you back. We check our answer machine on a regular basis.
- There will be a **\$50 charge for all returned checks**; this will cover our bank and administrative fees.
- We ask all adults and children not to chew gum on our premises.
- Children may use the picnic table waiting area on the side of the building **ONLY** when accompanied by an adult. Fitness Connection is not responsible for children in this area.
- Parents are responsible for notifying Fitness Connection if child is not able to be present at their lessons.
- Parents are responsible for notifying Fitness Connection of any change in contact numbers and addresses.
- Parents are responsible for notifying Fitness Connection of any **allergies** or **medication** your child may be on and for any change in your child's medical condition.

PAYMENT POLICY:

- Our children's "year" runs from September 1st 2016– August 31st 2017
- All prices are in US dollars and we accept Cash, Check, Bank of Butterfield Transfers and Debit Cards. **For any US Credit or Debit cards, a 3% surcharge will be added to the total amount**
- **Annual Registration Fee**– A non-refundable Annual Registration Fee will be added to your invoice \$55.00 for a single child and \$95.00 for a family.
- **A non-refundable deposit** is required to reserve your child's spot in their chosen activities.
- All balances are due by start of each term if for any reason your balance is not paid in full by the pre-determined date you will forfeit your child's place. If there is still space in their chosen activities a \$10.00 late fee will be add to your bill.
- **Please note that your child will not be collected from school or allowed to participate in a program until all outstanding balances have been paid.**

CANCELLATION POLICY:

- All requests to cancel or change your child's program must be in writing.
- If you need to cancel a program we must be notified fourteen (14) days in advance of the program commencing.
- If the cancellation is done properly and you have paid in full, you will be refunded 50% of your total balance.

REFUND OR MISSED CLASS POLICY:

- Fitness Connection is unable to issue refunds under any circumstance except the situation mentioned directly above. You and your child are responsible for attending the class that you have signed up for.
- **MISSED CLASSES**- if you miss a class due to illness or holidays **PLEASE NOTE:** We do not offer make-up classes. Missed classes will not be carried over to the next term. There are no discounts, refunds or credits for classes not attended.
- Any classes cancelled by FITNESS CONNECTION will be rescheduled.

FITNESS CONNECTION PICK-UP AND DROP-OFF POLICY:

- **PRE SCHOOL PICK UP**- If we are collecting your child from preschool for a swim class, **please notify us by 9:00am** If your child is not at school and will not required to be picked up
- **AFTER SCHOOL PICK UP**- If we collect your child from school in the afternoons **please inform us by 12:00 noon** if we do not need to pick them up.
- **DESIGNATED PICK UP AREAS**- We will pick up your child from the designated area at each school. If your child is not at this area we will try to locate them, however it is not always an easy task when we have other children to supervise. Please inform your child and their teacher of the days that we will be picking them up
- **AFTER SCHOOL DROP OFF AT FITNESS CONNECTION** –**NO CHILD should ever be dropped off before 3:00pm and/or left unsupervised by an adult at Fitness Connection for any reason.**
- **PICK –UP FROM FITNESS CONNECTION**-Your child must be collected by 5:30pm. **If you are late**- please call. **We will charge a late fee for children collected after 5:30pm.** This fee is \$1.00 for every minute that you are late according to the clock in our reception area. **It is payable upon your arrival.**
- **ALL PARENTS ARE REQUIRED**- We would like to maintain a safe environment for your child, therefore, you are **required to sign in your child when you arrive, and sign them out at the end of the day.**

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LATE PICK UP CHARGES:

- All after school club children should be collected by 5:30pm. **We charge a late fee for children collected after 5:30pm.** This fee is \$1.00 for every minute that you are late according to the clock in our reception area. **It is payable upon your arrival**
- If you would like to arrange a late pick up on a regular basis, please speak to a member of staff.
- **A child not enrolled in our after school club** - is required to arrive 5 minutes before their designated activity and leave the premises as soon as the class is completed. **Your child is not allowed to join the after school camp while waiting.** If for some reason we are required to watch your child before/after their class, due to unseen circumstances you will be charged **\$20.00** after school club fee.

POLICY ON WEATHER CONDITIONS:

All programs take place even if the weather does not look agreeable. We will hold safety programs with the children if we are unable to go in the water because of inclement weather. If it is necessary for us to cancel a class due to extreme weather conditions, we will leave a detailed message on the Fitness Connection answering machine and make every attempt to notify the parents.

There are no discounts, refunds or credits for classes missed due to a hurricane / tropical weather warning.

PERSONAL POSSESSIONS POLICY:

- **All items that your child brings to Fitness Connection should be clearly labeled-** This prevents items being mislaid or picked up by other children. Our lost and found items are located on the porch in plastic box marked "lost and Found". We donate all items to the Humane Society at the end of each term.
- Children and parents are **responsible for all items brought to Fitness Connection.**

POLICY ON ATTIRE:

- Any child with hair longer than shoulder length should have it pulled back in to a pony tail or placed under a swim cap.
- Children should bring a change of clothes as to keep their school uniforms clean.
- Children should bring **swimsuits that they can change into by themselves.** Assistance will be available for younger children if needed.
- Please ensure that the bottoms of swim suits fit your child or can be made tighter
- Children are welcome to wear goggles in the pool please make sure all goggles are clearly marked with child's name.

HEALTH POLICY:

No parent or child should not enter the premises if you have a contagious illness that may be transferred to another person. **You must cover exposed lesions or rashes.**

Please do not send your child if he/she is experiencing any of the following conditions:

- *Diarrhea *Vomiting *Excessive coughing *Green mucus from nose and/or mouth
- *Head lice *Planters warts *Contagious rashes *A fever 99°F or higher

*Or any other contagious illnesses that you would not want your own child to be exposed to

- **We will notify you immediately** if we notice that your child has the onsets of any of the above symptoms, or has been injured in any way.

BEHAVIOR POLICIES:

The following is Fitness Connection's Code of Behavior Conduct for all children.

- Children will **show Kindness:** Being considerate, courteous, helpful, and understanding of others.
- Children will **show Respect to all Staff members and their peers:** Demonstrating understanding and respect for differences among people and an appreciation of diversity. Showing respect for self and others and responding appropriately to authority. Show respect and keep all property and vehicles at Fitness Connection clean and tidy.
- Children will **show Good Judgment:** Choosing worthy goals and connecting them to personal decisions and actions. Basing decisions on information and consequences.
- Children will **show Integrity/Honesty:** Being truthful in word and action, even under difficult circumstances
- The following **behaviors will not be tolerated** at Fitness Connection: hitting, biting, kicking, offensive language or bullying.
- We will contact parents if there is any violation of the above.

These policies are valid 2016-2018 Fitness Connection reserves the right to issue updates to these policies and procedures as it becomes necessary. Parent(s) understand the above policies and procedures and accept the responsibility of reading and abiding by them.

Name of Child(ren):

Parents Signature: