



Afterschool Enrollment, Cancellation, and Refund Policies

For registration in a Term or Full Year (weekly) program, before September 1st, a deposit of one month's tuition - 10% for Full Year enrollment or 25% for single term enrollment - is required. Thereafter, two months' tuition is required - a one month deposit plus payment for the current month. The deposit amount is applied as payment for the last month of the term/year and is non-refundable except as noted below. The registration fee is non-refundable.

The first day of Bitty City Players Afterschool at PS 307 for the upcoming school year is Wednesday September 12, 2018. If your child will begin the program on a later date, we encourage you to enroll promptly to secure your child's spot, but contact us and we will happily pro-rate your tuition accordingly for Term and Full Year Bundles to reflect a later start date.

If you cancel your child's enrollment...

...before August 15: you will receive a full refund of your deposit.

...between August 15 - August 31: you will receive a partial refund of your deposit.

...between September 1 - program start date: you will be refunded for the month of September, but your deposit will not be refunded.

...during his or her first 2 weeks of the program: you will receive a pro-rated refund of the tuition for the remainder of that month, and a refund on any remaining months' tuition already paid, minus your deposit.

...after his/her first 2 weeks of the program: the full month's tuition is non-refundable, but you will receive a refund on any remaining months' tuition already paid, minus your deposit.

If you enroll your child in a Term or Fall Year Bundle after the program start date, we can pro-rate the tuition, but we cannot guarantee availability on your preferred day(s).

Please note, **enrollment may be capped** in order to maintain our staff to child ratio. If the program approaches its enrollment cap, we will do our best to notify families and we will start a waiting list. We will admit children off our waiting list at the rate we are able to expand our staff and program while maintaining our level of quality.

Waitlist priority will generally be given to families who have completed the enrollment process and are ready to join the program immediately. If you are on a waitlist and enroll your child and have paid a deposit, but we are not able to accept your child off the waitlist, you will receive a full refund of your deposit.

Afterschool Absence and Makeup Class Policies

Our Afterschool program is not designed as a last-minute drop-in program.

We are thrilled to have your child with us, and our professional teaching staff invests time, energy, and materials into preparing for each child each day. We ask that you respect this by **notifying us IN ADVANCE of any change in schedule**, either if your child will be absent, or if your child will be attending the program on a day s/he is not normally scheduled to attend.

This means **if you do NOT notify us** of your child's absence by **10:00 AM** on the day of absence, **that absence cannot be counted as a missed day** and thus we cannot offer a makeup class credit for it.

If your child is sick, please let us know as soon as possible. Again, in order to credit you for a makeup class, you must notify us by **10:00 AM**. The school does not have a protocol to let Bitty City know about an absence before afterschool starts; **it is the caregiver's responsibility to notify Bitty City Players directly about absences.**

To notify Bitty City Players of your child's absence or illness:

Please notify us by 10:00 AM on day of absence

Email us at ps307@bittycityplayers.com

or Call us at 212-757-2780

Thank you!

Days that ARE Eligible for Makeup Class Credit

Your child will be credited for a makeup class in the following circumstances. See next page for how to redeem the makeup class.

1. If your child is enrolled in the program weekly, but misses a day due to illness or planned absence **and you have notified us** before 10am on the day of the absence
2. If your child is enrolled in the program weekly, but a planned school closure as per the NYC DOE School Year Calendar falls on one of your scheduled attendance days. This applies to single day planned school closures such as Columbus Day and Election Day; extended school breaks such as those in late December, mid-February, and mid-April are not included in your Afterschool tuition and will not be credited for makeup classes.
 - o Remember School Holiday Full Day programming is not included in the Afterschool program, and requires a separate registration and tuition. See our website for information and registration.

Days NOT Eligible for Makeup Class Credit

- Absences we have NOT been notified of in advance (see above) cannot be made up.
- If your child is picked up or sent home from afterschool early without advance notification, it is not considered a missed day.
- Extended school vacations as per item 2 in previous section
- Complete Registration Information & Medical Form Is **Required** for Participation
Please note **if your child's enrollment information is incomplete** - for example if we do not have your primary contact information, names of authorized caregivers for pickup, and **an up to date Medical Form** submitted to Bitty City (a copy of the one you submit to the school is fine, but you must submit copy directly to us, we cannot get it from the school) - **we cannot allow your child to participate in the program** or be under the care of our staff until enrollment & medical information is complete.
- Weather & Other School Closures
In the event of an unexpected school closing, such as a snow day or other extenuating circumstances, the Afterschool program will be closed as well, and we cannot offer makeup credits for those days.

How to Make up a Missed Class

You may redeem your child's makeup class credits in these ways:

1. Your child may attend Afterschool on a day of the week on which s/he is not normally scheduled to attend. Please notify us at least 24 HOURS in advance of the day your child will attend as a makeup, or we may not be able to accommodate your child that day.
2. You can also redeem a makeup class credit in the form of a discount on School Holiday Full Day Programming. Please notify us at least 48 HOURS in advance of the School Holiday that your child will be attending the School Holiday Programming, and please note that your child will not be officially enrolled in that day until the remaining balance of the School Holiday Program fee has been paid.

To notify us that your child will be attending a makeup class

Email ps307@bittycityplayers.com

or Call 212-757-2780

Thank you for your attention and adherence to these policies!

If you have any questions, feel free to reach out.