



## **AFTER SCHOOL PROGRAM/MEMBERSHIP PROGRAM**

After-school Individual Class fees are paid monthly via credit card draft and are non-refundable. Fees will be prorated if you join in the middle of the month.

We require 30 days of written notice before your student's last day of the program. Please email your intention of withdrawal to [springbranch@idealabkids.com](mailto:springbranch@idealabkids.com).

Afterschool program with transportation and Monthly membership charges will be charged to the card on file on the 1st of each month.

## **SINGLE-DAY CAMPS**

Fees for single-day holiday/winter/spring/school-day off camps are non-refundable. In certain cases, the Campus Director can provide a credit valid for one year from the date of issue to be used on service at IDEA Lab Kids-Spring Branch.

## **SUMMER CAMPS**

**Refund= Return to credit card**

**Credit= Return in IDEA Lab Kids Credit- can only be used at Spring Branch campus.**

In the event that a parent wishes to drop a student from a camp/class and cancel the child's enrollment, IDEA Lab requests **AT LEAST 14 CALENDAR DAY NOTICE**.

All class drops and cancellations made in this period will be **CREDITED** to the IDEA Lab Kids account, which can be used towards any future IDEA Lab Kids purchase at 100% of the total cost of the camp. The credit will be valid for ONE year after the issued date.

Any class drop or cancellation outside the 14-day window will receive a 50 percent credit back of the purchase. Medical absences will receive 100 percent credit upon documentation.

In the event that the campus decides to cancel a camp, enrolled parents will receive a 100% **REFUND** back to their credit card on the order was placed; if the order cannot be processed back to the credit card, it is the family's responsibility to email a name and address for a check to be mailed. Please allow up to 21 days for processing. Please email: [springbranch@idealabkids.com](mailto:springbranch@idealabkids.com)

No proration is given if a student fails to attend a class or camp. No credit or refund will be issued under these circumstances. -**This also applies if a parent refuses to return their child to camp.**

**SUMMER/DAY/HOLIDAY CAMP TRANSFERS:**

The old rate would not be honored if a family would like to transfer to a different camp for an extra week. Additionally, any discounts are voided. The family must pay the new rate at the time of the request, and IDEA Lab will credit any monies to the new camp reservation.

**CAMP CLASSROOM ASSIGNMENTS:**

Class assignments are based on the order placed if there is a request for your child and their friend to be placed in the same camp group. We would encourage all children who want to be grouped to place their orders simultaneously.

**Example:** If you would like your child's school classmates to be in the same class, it would be recommended to have all parents of those classmates enrolled on the same day.

**SUMMER CAMP LATE REGISTRATION AFTER JUNE 1<sup>st</sup>, 2024:**

Due to the popularity of our summer programs, advance registration is **RECOMMENDED**.

During our summer camp season (June 3rd-August 9th, 2024), there would be a strict requirement that registration for the upcoming week of camp must be processed by Wednesday at 11:59 p.m. This would allow staff to prepare for the forthcoming week; registration **after this time will be subject to a \$10 expedited processing fee per student.**

**Example:** If you want to sign up for a camp that starts June 3rd, 2024, your order must be placed by May 29<sup>th</sup>, 2024, at 11:59 p.m., not subject to the \$10 processing fee.

**WAITLIST:**

Due to the popularity of our camps, there is a possibility the family, if extended, will encounter a waitlist for a camp; in the event that the camp is waitlisted, we **HIGHLY RECOMMEND** that you join the waitlist. Waitlists are checked continuously, and families will receive an email once a space has been opened. It would be best to act quickly, as the notification is sent to all wait-list families.



## **ELECTRONICS & CELL PHONE POLICY**

Our programs promote the opportunity for participants to learn and play, and we strongly believe in the importance of disconnecting during the camp experience. Please leave them at home. Our campus phone is always available for parents and children to call to speak to their children or parents.

## **TRADING CARDS & TOYS POLICY**

Trading cards and toys brought from home are **NOT** permitted at camp. These items include, but are not limited to, Pokémon Cards, Legos, Sports Cards, playing cards, dolls, etc. Our camp encourages children to learn and play with others, making connections, and we strongly believe in the importance of fewer distractions during our camp activities. These items are not to be brought to camp each day. Please talk with the director about our younger campers who require a stuffed animal as a comfort item. We **DO NOT** allow children to walk around holding a blanket during the camp day for safety reasons.

## **CHILD GUIDANCE**

During staff training, our staff are taught behavior management techniques such as positive reinforcement, redirection, and setting clear-cut limits.

At the beginning of each week, our staff meet with the children to discuss acceptable behavior.

Counselors are taught to use the following system for minor behavior issues as they happen:

- Remind the camper of the camp rules and let the camper know how they are being disruptive.
- Ask the camper how they could change their behavior for a positive result.
- Help the camper to re-direct their interest and activity.

## **TERMINATION OF ENROLLMENT**

Campers are given multiple opportunities to succeed at camp. If a camper's behavior is continuously disruptive, the Program Director may terminate the camper's enrollment, and no refund or credit will be given.



## **FAMILY PARTNERSHIP WITH PROGRAM:**

The relationship between families and Program staff is vital to the success of a child's experience. A partnership must be formed on the first day, with open communication and understanding that the child's development and growth are our top priority.

Families can assist and help ensure a smooth transition by doing the following:

1. Sign children in and out at the front desk and then escort them to their designated class.
2. Always supervise your children while escorting them inside the program and in the parking area.
3. Drive safely through the parking area.
4. Have all forms completed promptly. Update forms when changes occur (i.e., new phone number, address, etc.).
5. Keep staff informed of special needs or changes that might affect your child's behavior.
6. Notify the Program if your child is ill.
7. Notify the Program if your child will be absent.
8. Notify the program if you will pick up your child later than usual.
9. Our program is not responsible for lost clothing and items.

## **PROBLEM-SOLVING OR GRIEVANCES**

Differences between individuals in our community should be addressed directly whenever possible. The nature of your concern or issue will determine the person at the campus that you need to contact first, as explained below:

Concerns with Your Child's Classroom or Teacher: Talk directly with the teacher. We prefer teachers and families to keep an open line of communication and work together to solve issues.

Concerns with the Campus: Talk directly to the Director or send us an email the Director at [springbranch@idealabkids.com](mailto:springbranch@idealabkids.com)

Ideas and Suggestions: We are always open to your input. We aim to team up with our families to make IDEA Lab Kids-Spring Branch exemplary quality learning for children.