



NEW ADDRESS STARTING 1/1/2026:

1022 Wirt Road, Suite 310, Houston, Texas 77055

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 mid-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.

After-school programs 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 some instances, 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.

2026 SUMMER CAMPS REFUND & CREDIT POLICY

**IN MOST CASES, IDEA LAB KIDS-BRANCH DOES NOT REFUND TUITION.
PLEASE BE CONFIDENT IN YOUR DECISION BEFORE ENROLLING.**

If a parent wishes to drop a student from a camp or 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 issue 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.

If IDEA Lab Kids-Spring Branch decides to cancel a camp without an alternative, enrolled parents will receive a 100% **REFUND** back on their credit card on which 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.

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 CAMP (EARLY CHILDHOOD 3.5 YEARS TO 4 YEARS)

IDEA Lab Kids-Spring Branch will have limited space each camp week to accommodate children ages 3 ½ to 4 years. Children enrolled in our early childhood program must meet additional requirements to be admitted. The following documents **MUST** be on file with IDEA Lab Kids-Spring Branch on the first day of attendance.

- A. Immunization Record
- B. Health Statement
- C. Potty Training Acknowledgment

SUMMER/DAY/HOLIDAY CAMP TRANSFERS

If a family wants to transfer to a different camp for an extra week, the old rate will not be honored, and any discounts will be 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 your child and their friend want to be placed in the same camp group, we encourage all children who wish to be grouped to place their orders at the same time.

Example: If you want your child's school classmates to be in the same class, it is recommended that all parents enroll on the same day.

WAITLIST

Due to the popularity of our camps, the family, if extended, may be waitlisted; if the camp is waitlisted, we **HIGHLY RECOMMEND** joining the waitlist. Waitlists are checked continuously, and families will receive an email when a space opens. It would be best to act quickly, as the notification is sent to all wait-list families.

ELECTRONICS & CELL PHONE POLICY

Our programs provide opportunities for participants to learn and play, and we strongly believe in the importance of disconnecting during camp. Please leave them at home. Our campus phone is always available for parents and children to call one another.

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 during the camp day with a blanket 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 redirect their interest and activity.

TERMINATION OF ENROLLMENT

Camper's 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 a child's success. 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 (e.g., a new phone number or address).
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 on campus that you need to contact first, as explained below:

Talk directly with the teacher if you have concerns about Your Child's Classroom or Teacher. We prefer that teachers and families 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 to the Director at 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 exemplify quality learning for children.