



## **Afterschool Enrollment, Cancellation, and Refund Policies**

All registration fees are non-refundable. A deposit of 10% for Full Year enrollment or 25% for single term enrollment is required. The deposit amount is applied as payment for the last month of the term/year and is refundable only as noted below.

The first day of Bitty City Players Afterschool 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.

If you cancel your child's enrollment before August 15, 2018 you will receive a full refund of your deposit and tuition.

If you cancel your child's enrollment between August 15 - September 11, 2018, it will be effective immediately (you will not be charged for the month of September), but your deposit will not be refunded.

If you cancel your child's enrollment 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. Cancel after his/her first 2 weeks, and the full month's tuition is non-refundable, but you will receive a refund on any remaining months' tuition already paid, minus your deposit and registration fee.

If you enroll your child after the start of the term, we can pro-rate the tuition for Term and Full Year Bundles, 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 ask the school 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. You must notify Bitty City in ADVANCE twice - notify us of your child's absence in advance and notify us of your child's makeup day attendance in advance.

\*\*This means if you have not notified us of your child's absence - due to any circumstance including illness - and we are expecting your child and prepared for your child but he/she simply does not show up to the program and we have not heard from you, that day WILL NOT count as a missed day and thus we cannot offer a makeup for it.\*\*

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

Required notice for planned absence: 24 hours in advance

Required notice for absence due to illness: ASAP, no later than 11am on day of absence

Required notice to attend a makeup day: minimum 24 hrs in advance of makeup day

email us at [admin@bittycityplayers.com](mailto:admin@bittycityplayers.com)

or call us at 212-757-2780

**If your child is sick**, please let us know as soon as possible. In order to count as a missed day for which we can schedule a makeup day, you must notify us of the absence due to illness by 11AM. The school does not have a protocol to let us know about an absence; **it is the parent's responsibility to let Bitty City Players know about absences directly**. This applies whether you keep your child home sick or your child goes home sick during the school day.

If your child is picked up from afterschool early or sent home during afterschool program hours (2:20-6pm) - for illness or any other reason - we cannot count that day or any portion of it as a missed day and cannot offer a makeup for it.

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 information is complete, and this will not be counted as an absence.

If a **planned school holiday** as per the NYC DOE School Year Calendar falls on one of your scheduled attendance days, you may choose to have your child attend a makeup day by notifying us at least 24 hours IN ADVANCE of the makeup day. Alternatively, you may apply an afternoon's credit towards a discount on extended day programming. Bitty City Players will offer extended day programming during select planned school closures such as religious holidays,

national holidays, and school clerical days. We are working out the schedule and will post it as soon as possible. At this time, there are no plans to offer programming during the school vacation weeks in December, February, or April.

**Children who are enrolled in the program 3-5 days a week**, but miss a day due to school holiday, planned absence, or illness, can also apply a missed day's credit towards a discount on extended day programming (see paragraph above)

**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 makeups for these days.

**To schedule your makeup class/apply your day credit:** in all circumstances, when you notify us of an absence, please do your best to let us know in that same notification or promptly thereafter what day you would like your child to attend as his/her makeup day. The makeup day must be within 2 weeks of the absence for children enrolled 1-2 days/week or through class packs or single class signups, or within 1 month for children enrolled in 3- 4 days/week. Children enrolled in 5 days a week may apply their extended day credit with advance notice at any time during their enrolled term(s).

Thank you for your attention and adherence to these policies!  
If you have any questions, feel free to reach out.