



Port Moody Art Centre Society

PROGRAM POLICIES

Updated November 16th 2021

TABLE OF CONTENTS

COMMUNICABLE DISEASE PREVENTION PLAN	3
PROGRAM CHANGES	3
FEES	3
PROGRAM CANCELLATION	3
WITHDRAWAL	4
RESCHEDULING	5
AGE	5
ATTENDANCE	6
PARENT PICK UP	6
MEDICAL/LEARNING NEEDS	6
ALLERGIES/MEDICAL CONDITIONS RESULTING IN COVID-19 LIKE SYMPTOMS	6
DISABILITY WASHROOM ACCESS	7
LIP READING FOR HARD OF HEARING/DEAF STUDENTS	7
IRRITANTS	7
BEHAVIOURAL EXPECTATIONS & MANAGEMENT	7
CONSENT TO USE LIKENESS	8

COMMUNICABLE DISEASE PREVENTION PLAN

As required by the BC Ministry of Health, PoMoArts has implemented a Communicable Disease Prevention Plan and any other health orders required. We will continue to monitor and be in compliance with any changing guidelines and PHO's. By participating in our program, you (and/or your child(ren) if under the ages of 19 years) understand and agree to follow our most updated Communicable Disease Prevention Plan (listed on our website) and any other public health orders in place.

Refunds, credits or make up lessons will not be provided for failure or refusal to comply with Public Health Orders.

PROGRAM CHANGES

Instructors or program content may change at PoMoArts' discretion, without notice. Information on our online registration system should be considered the most up-to-date. Some programs and classes, may have specific requirements and policies (i.e. Ceramic Studio). Please refer to policies on those programs for more details or contact Customer Service if you have any questions.

FEES

All in-person and online class fees must be paid in full at the time of registration.

Private music lessons must be paid in full on a monthly basis prior to the start of the lesson month. A \$25 late charge is incurred on all late payments for private music lessons.

All registrations are subject to a non-refundable 4% registration processing fee (minimum \$1)

PROGRAM CANCELLATION

Classes, Camps, Workshops (Online or In-Person)

PoMoArts reserves the right to cancel classes that do not meet minimum enrollment requirements. Students from cancelled classes may be transferred to another class free of charge. Students not transferring to another class will be offered a full refund.

In the event an Instructor is ill:

- PoMoArts will provide a substitute Instructor rather than cancel the class.
- In the event that substitution cannot be made, the class will be rescheduled.
- If it is not possible to reschedule the class, a credit or pro-rated refund (less the registration processing fee) will be provided to all affected students.

Private Music Lessons (Online or In-Person)

In the event an Instructor is ill:

- The Instructor will offer an online lesson at the scheduled time (in the case of in-person lessons) or make-up lesson at another time.
- If it is not possible to do either, a credit or refund (less the registration processing fee) will be offered.

Facility Closure

In the event of a facility closure:

- Online classes visual arts and online private music lessons will continue as scheduled.
- In-person private music lessons will automatically transition online and will not be cancelled.
- In-person visual arts classes, camps and workshops will automatically transition online where possible.
- Any visual arts classes that cannot be transitioned online and all in-person ceramic classes, will be rescheduled. If the facility cannot reopen in time for the rescheduled class or rescheduling is not possible, the class will be cancelled and a pro-rated credit or refund (less registration processing fee) will be offered to affected students

WITHDRAWAL

From Classes (Online or In-Person)

To receive a full refund (less the registration processing fee), a student must withdraw from the class, camp or workshop, up to seven (7) days prior to the start date by contacting Customer Service.

Refunds will not be granted after the seven (7) day period has passed.

Exceptions for Medical Reasons or Compassionate Reasons: May be considered on a case-by-case basis upon receipt of a written request submitted to Customer Service at info@pomoarts.ca, 24 hours prior to class start date. A medical certificate may be required. Upon approval, a refund (less registration fee and any applicable supply or firing fees) will be granted. ***Exceptions will not include last-minute scheduling conflicts, vacation plans, technical difficulties, failure or refusal to comply with public health orders or PoMoArts Communicable Disease Prevention Plan.*** Decisions made by the Program Manager will be final.

From Private Music Lessons (Online or In-person)

Notice of intent to withdraw must be received by email at music@pomoarts.ca by the 15th of the month prior to the month in which you intend to withdraw. (Ex. If you intend for your final lesson to be in November, you must contact us by October 15 notifying us of the date of your final class).

Withdrawal requests received after the 15th of the prior month will result in you being charged for the next month's scheduled lessons. No refunds, credits, or rescheduling will be provided. Any disputes or questions about our policies must be sent by email to the Programs Manager at programs@pomoarts.ca.

From a Trial Private Music Lesson (Online or In-person)

A student may withdraw up to two (2) days prior to the trial lesson. No refunds will be granted after the two (2) day period has passed. A \$25 fee will be charged for more than one rescheduling.

RESCHEDULING

Private Music Lessons (Online or In-person)

Any changes to your lesson schedule must be received by email at music@pomoarts.ca by the 15th of the month prior to the month in which the change will take place. (ex. If you are cancelling a lesson in October, you must contact us by September 15).

We will only do make up lessons if we receive notice before the 15th of the month. We expect last minute notices to do their lessons virtually or simply forfeit the lesson.

No refunds, credits, or rescheduling will be provided if changes are requested after the 15th of the prior month.

Exceptions for Illness or Compassionate Reasons

If you or a member of your household are experiencing symptoms of illness, please stay home and alert our Customer Service desk at info@pomoarts.ca so we can notify your teacher of your absence.

We do not refund or give credit for missed lessons. We expect students who feel unwell or who are experiencing cold, flu or covid-like symptoms to stay home. If you email or call within 24hrs in advance, we can arrange to have a virtual lesson during your scheduled time. These requests must be received by email at music@pomoarts.ca. If

we do not receive notice of an absence due to illness 24 hours prior to the start of your lesson, no rescheduling.

If you have a health condition that requires an extended absence, and you would like to move your lessons online, please contact us at music@pomoarts.ca and we will make every effort to move your lessons online.

In the event that an emergency prevents an instructor from holding a planned lesson, the Office Coordinator will be in touch to reschedule if possible. If rescheduling is not possible, PoMoArts will provide a credit or refund for that lesson.

AGE

Many of our programs are age specific. Students must be of the required age by the start date of the class. PoMoArts reserves the right to withdraw students who have registered in an incorrect age category.

ATTENDANCE

Only pre-registered program participants can attend a class, workshop or camp at PoMoArts. Instructors do not have the ability to register students. Any unregistered students will be asked to leave.

PARENT PICK-UP

PoMoArts is not responsible for students before or after class time. Repeated lateness may lead to discharge with no refund.

MEDICAL/LEARNING NEEDS

Students or their parents/guardians are required to inform PoMoArts at the time of registration of any allergies, medical, physical, emotional, or learning needs their children may have.

PoMoArts will not administer any medication. Parents/guardians are required to ensure that minor children can self-administer required medications.

In the event that medical attention is required, PoMoArts will call 9-1-1 and follow the direction provided. If recommended by 9-1-1, PoMoArts will send the student, including minor children, to the nearest emergency medical centre by ambulance. Any costs of ambulatory service will be the responsibility of the student or their parent/guardian.

ALLERGIES/MEDICAL CONDITIONS RESULTING IN COVID-19 or OTHER COMMUNICABLE DISEASE LIKE SYMPTOMS

Students or their parents/guardians are required to inform PoMoArts no less than 3 days before the class start date of any allergies or medical conditions that can cause COVID-19 or other communicable disease like symptoms and take the required medication/treatment necessary to manage symptoms during class. Medical certification may be required.

PoMoArts reserves the right to ask anyone experiencing such symptoms at our facilities to leave at our discretion, regardless of prior notification of allergies or other medical conditions in the absence of accompanying medical certification.

Refunds, credits, make-up lessons will not be offered to symptomatic individuals. In the event of a dispute between PoMoArts and students, PoMoArts judgement will prevail.

DISABILITY WASHROOM ACCESS

Students or their parents/guardians are required to inform PoMoArts no less than 3 days before the class start date of any disability washroom requirements.

LIP READING FOR HARD OF HEARING/DEAF STUDENTS

Students or their parents/guardians are required to inform PoMoArts no less than 3 days before the class start date, if you require the instructor to remove their mask to communicate while PHO mandatory mask orders are in place. Please note, the instructor may only remove their mask for the duration required to communicate only.

IRRITANTS

While PoMoArts strives to be a nut and scent free facility, we cannot guarantee this.

Students should not bring sandwiches, granola bars or any other food items containing nuts to PoMoArts. Participants will be asked to dispose of nut products if found on the premises.

Students should not wear scents to PoMoArts. Participants will be asked to leave the premises at the discretion of Instructors and Staff, should they violate this policy. Refunds, credits or make-up lessons will be not offered.

BEHAVIOURAL EXPECTATIONS AND MANAGEMENT

PoMoArts will use a combination of **The 3B's** (Be Kind, Be Calm, Be Safe) and these additional protocols to set and manage behavioural expectations:

FISH Behaviour Protocol

Follow Instruction

Include Everyone

Show Respect

Help Each Other

ABCD Hygiene Protocol

A = Avoid Trouble, Stay in Your Bubble

B = Be a Good Friend, Wash Your Hands

C = Cough and Sneeze, In Your Elbow Crease

D = Don't Touch Your Face, Play It Safe!

If a child has difficulty meeting our behavioural expectations, the following steps will be taken:

1. Verbal Warning – the instructor will verbally intervene to help the child understand the impact their behavior is having on others and/or classroom safety.
2. Time Out – if the behavior continues, the child will be given a time out. The parent/guardian will be notified of the incident and will be asked to review the behavioral guidelines with their child.
3. Parent Pick-Up – If the behavior continues, the parent/guardian will be contacted and asked to pick-up their child immediately. No refunds, credits or make-up classes will be granted.
4. Student dismissal - A student may be dismissed if their behavior precludes safe and effective participation in our programs. Dismissal will take effect only after consultation with the parent/guardian, Instructor and Program Manager. No refunds or credits will be granted.

CONSENT TO USE LIKENESS

By registering in our programs, the student (or their parent/guardian if student is under the age of 19) hereby irrevocably consents to and authorizes the use by PoMoArts, it's officers and employees, of the student's image, voice and/or likeness as follows:

PoMoArts shall have the right to photograph, publish, re-publish, adapt, exhibit, perform, reproduce, edit, modify, make derivative works, distribute, display or otherwise use or reuse the student's image, voice and/or likeness in connection with any product or service in all markets, media or technology now known or hereafter developed in PoMoArts products or services, as long as there is no intent to use the image, voice and/or likeness in a disparaging manner. PoMoArts may exercise any of these rights itself or through any successors, transferees, licensees, distributors or other parties for the purposes of promoting its programs. The student (or their parent/guardian if student is under the age of 19) acknowledges receipt of good and valuable consideration in exchange for this assumption of Release, which may simply be the opportunity to represent PoMoArts in its promotional and advertising materials as described above.

The student (or their parent/guardian if the student is under the age of 19), may opt out of this policy by identifying themselves to the Instructor/Staff and PoMoArts will not capture your image, voice and/or likeness.