



Port Moody Art Centre Society

PROGRAM POLICIES

Updated Dec. 22nd 2020

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COVID-19

The health and safety of our students, visitors, staff and community is our top priority. We know it's yours too. Please take a moment to thoroughly review the [PoMoArts COVID-19 Safety Plan](#), and in particular, the protocols and procedures that all students must follow, including but not limited to:

Stay At Home If You Are Sick:

- Students exhibiting symptoms of a cold, influenza, COVID-19, or any other infectious respiratory disease are **NOT** permitted to come to PoMoArts.
- If symptoms are the result of allergies or another medical condition, notify PoMoArts at least 3 days **PRIOR** to the start of your class **AND** take the necessary treatment to manage symptoms.
- We have adjusted our policies so that symptomatic students can safely isolate at home without incurring any financial penalties (see below).
- Symptomatic students will be sent home. No refunds, make-up classes or credits will be offered.

Returning to Class After Falling Sick:

- Students may only return to class after completing the recommended isolation period of 10 days from onset of symptoms **AND** until all symptoms resolve, whichever is longer.
- Students may request an earlier return date if they can provide PoMoArts with a medical authorization notification (negative COVID-19 test results or doctor's note) to leave home. Requests will be considered on a case-by-case basis.

Mandatory Mask Requirement:

- All students over the age of 10 are required to wear a mask at PoMoArts at all times. Any student unable to wear a mask for medical reasons, must wear a face shield instead.
- Any student over the age of 10 refusing to wear a mask (or a face shield) and/or refusing to keep their mask (or face shield) on throughout their time in our facility, will be sent home.
- No refunds, make-up classes or credits will be offered.

Student Tool Sets:

- Most students will be given a set of tools for their exclusive use as part of their supply package.
- Students must keep their tools with them at all times, providing their own tote or bag and taking them home at the end of each class.
- Students who do not bring their tools back to class will not be able to participate in that class and will be sent home. No refunds, make-up classes or credits will be offered.

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 or must self-isolate to comply with our COVID-19 policy:

- 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 or must self-isolate to comply with our COVID-19 policy:

- 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 and private music lessons will continue as scheduled.
- Private music lessons will automatically transition online and will not be cancelled.
- In-person classes, camps and workshops will automatically transition online where possible.

- Any classes that cannot be transitioned online will be rescheduled. If that 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 or technical difficulties. Decisions made by the Program Manager will be final.

Exceptions for COVID-19 (only applies to in-person classes): Students who must miss a class in order to self-isolate upon experiencing any cold, flu, influenza, COVID-19 or other infectious respiratory diseases, should notify Customer Service right away. The student may return to class after completing the recommended isolation period or receiving a medical authorization notification to leave home. At the end of the course, PoMoArts will offer credit or refund (less registration fee and any applicable supply or firing fees) for the missed time.

From Private Music Lessons (Online or In-person)

To withdraw from all lessons in the academic year, the student must notify their Instructor **AND** Customer Service, by emailing info@pomoarts.ca of the intent to withdraw with at least 2 paid lessons notice. A refund for the remaining pre-paid lessons, less the 2 lessons under the notice period and the registration processing fee, will be provided after the notice period has passed. Students may choose to attend the 2 notice period lessons if they wish by notifying the Instructor of their intent to do so.

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.

RESCHEDULING

Private Music Lessons (Online or In-person)

To reschedule a planned lesson, the student must provide a minimum of 2 weeks notice to the Instructor. If the instructor is not able to accommodate the rescheduling request, a credit or refund for that lesson (less registration fee) will be provided. No refunds, credits, or rescheduling will be provided when less than 2 weeks notice is given.

Exceptions for Medical or Compassionate Reasons:) May be considered on a case-by-case basis upon receipt of request to the Instructor 24 hours prior to class time. A medical certificate may be required. If approved, the lesson will be rescheduled. If the instructor is unable to accommodate the rescheduling request, a credit or refund for that lesson (less registration fees) will be provided. Exceptions will not include last-minute scheduling conflicts, vacation plans or technical difficulties. Decisions made by the Instructor will be final

Exceptions for COVID-19 (only applies to in-person lessons): Students who must reschedule an in-person lesson in order to self-isolate upon experiencing any symptoms of a cold, flu, influenza, COVID-19 or other infectious respiratory diseases, should notify their Instructor immediately. To ensure that the student's musical progress is not disrupted, the student may, if their health permits, hold the scheduled lesson online instead. Alternatively, the Instructor will re-schedule the lesson.

Trial Private Music Lesson

24 hours' notice is required for rescheduling a trial lesson. A \$25 fee will be charged for more than one rescheduling.

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.

Note – See the [PoMoArts COVID-19 Safety Plan](#) for new requirements on student arrival/departure times and parental accompaniment rules. Parents of young children **MUST accompany students to the classroom door and answer the health verification questions before leaving.*

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 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 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 COVID-19 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.

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

Public health authorities require everyone inside our facilities to be masked. Students or their parents/guardians should inquire with PoMoArts **PRIOR** to registering, if an accommodation can be made to assist with lip reading without compromising on instructor safety.

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, its 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.