



# **PROGRAM POLICIES**

# TABLE OF CONTENTS

<b>COMMUNICABLE DISEASE PREVENTION PLAN</b>	<b>3</b>
<b>PROGRAM CHANGES</b>	<b>3</b>
<b>FEES</b>	<b>3</b>
<b>PROGRAM CANCELLATION</b>	<b>3</b>
<b>WITHDRAWAL</b>	<b>4</b>
<b>RESCHEDULING</b>	<b>4</b>
<b>AGE</b>	<b>5</b>
<b>ATTENDANCE</b>	<b>5</b>
<b>PARENT PICK UP</b>	<b>5</b>
<b>MEDICAL/LEARNING AND SPECIAL NEEDS</b>	<b>5</b>
<b>DISABILITY WASHROOM ACCESS</b>	<b>6</b>
<b>IRRITANTS</b>	<b>6</b>
<b>BEHAVIOURAL EXPECTATIONS &amp; MANAGEMENT</b>	<b>6</b>
<b>CONSENT TO USE LIKENESS</b>	<b>7</b>
<b>PRIVACY POLICY</b>	<b>7</b>

## **COMMUNICABLE DISEASE PREVENTION PLAN**

We will continue to monitor and be in compliance with any changing health guidelines, adjusting our Communicable Disease Prevention Plan as needed. By participating in our program(s), you (and/or your child(ren) if under the age 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.

## **PROGRAM CHANGES**

Instructors or program content may change at the discretion of PoMoArts without notice. Information on our online registration system should be considered to be the most up-to-date. Some programs and classes may have specific requirements and policies (ex: Ceramic Studio) that are shared with the students before they start their first class. Please contact Customer Service if you have any questions.

## **FEES**

- All registration fees are payable in full at the time of enrolment and include a non-refundable registration processing fee.
- Private music lessons must be paid in full on a monthly basis prior to the start of the lesson month. A \$25 late charge will be incurred for all late payments for private music lessons.

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

Depending on the program, supplies may be included in the total cost of the class or in addition to the total cost. In some cases, the student will be required to purchase their own supplies and will be provided a supply list in advance of the program start date.

## **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 will be given the option to transfer to another class free of charge. Students not transferring to another class will be offered a full refund or credit.

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.

No refunds or make-up classes will be granted for class(es) missed by the student for reasons including, illness, scheduling conflicts, vacation and/or technical difficulties.

### **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.

## **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 first day of class by contacting Customer Service at 604-931-2008 or [info@pomoarts.ca](mailto:info@pomoarts.ca)

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 by the Program Manager. Exceptions will not include last-minute scheduling conflicts, vacation plans or technical difficulties.

- **From Private Music Lessons (Online or In-person)**

Notice of intent to withdraw must be received by email at [music@pomoarts.ca](mailto:music@pomoarts.ca) 14 days before the last lesson you will attend.

Withdrawal requests received without a 14-day notice will result in the student 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](mailto:programs@pomoarts.ca).

## **RESCHEDULING**

- **From Private Music Lessons**

Any changes to your lesson schedule must be received by email at [music@pomoarts.ca](mailto:music@pomoarts.ca) with a cc (carbon copy) to your instructor.

Any lessons cancelled at least 24 hours ahead of the scheduled lesson will receive a make-up lesson at a time convenient to both the instructor and the student. Typically, make-up lessons take place at an alternate time/day within the week. In some cases, the make-up lesson will be added after/before the original lesson time, enabling the student to have an hour lesson.

Make-up lessons that are not used after 3 months will be credited to the account and allocated to the next months billing. A make-up lesson can be booked with your instructor directly in accordance with the center's room availability.

- **Trial Private Music Lesson**

24-hour notice is required for rescheduling a trial lesson.

### **AGE**

Many of our programs are age specific. Students must be of the required age, or close to, by the start date of the class. Any age exemption requests will be addressed on a case-by-case basis by the Program Manager.

### **ATTENDANCE**

Only registered program participants can attend a class, workshop or camp at PoMoArts. Instructors do not have the ability to register students. Any late registrations will have to go through the front desk.

### **PARENT PICK-UP**

PoMoArts is not responsible for students before or after class time. Students are to arrive at class start-time and be picked-up at class end-time.

### **MEDICAL/LEARNING AND SPECIALS 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.

Students with an Epipen need to come with their own Epipen each time they have a class. Parents are required to inform PoMoArts staff upon registration if their child will carry an Epipen

PoMoArts will not administer any medication, with the exception of an Epipen in the case of an emergency allergic reaction. Parents/guardians are required to ensure that minor children can self-administer required medications.

In the event that medical emergency happens. PoMoArts first aid staff will provide first aid, call 9-1-1, and follow the direction of emergency personnel. If recommended by 9-1-1 or emergency personnel, 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.

### **DISABILITY WASHROOM ACCESS**

We currently have limited disability washroom access. The closest accessible washroom is located at the Kyle Recreation Centre.

### **IRRITANTS**

While PoMoArts strives to be a nut 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.

## **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.

We encourage families to discuss with staff, instructors, or the Program Manager if they have any questions or concerns that may arise regarding their experience at PoMoArts. If a problem arises, we aim to resolve disputes and conflicts calmly and fairly.

## **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.

## **PRIVACY POLICIES**

PoMoArts provides services to its clients which may involve the collection, use and disclosure of personal information belonging to those clients. PoMoArts makes its best efforts to comply with British Columbia's Personal Information Protection Act (PIPA) and all applicable privacy laws.

PoMoArts is committed to ensuring the security of client personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.

### **Consent**

Instructors and all PoMoArts staff will obtain client's consent to collect and use their personal information. No personal information will be shared with instructors without client consent.