



## **School Year Program Policies and Procedures**

*(Please detach and keep for your records)*

*Please read each item carefully. Copies are available on our website. Translations are available.*

*الترجمات متوفرة. Las traducciones estan disponibles.*

**Incomplete Registration Packets:** The Club cannot guarantee enrollment if registration packets are incomplete or missing any documentation (ie. missing signatures, medication forms, method of payment, etc.).

**E-pay:** E-pay (auto-electronic billing) is available for your convenience. If you are interested in setting up e-pay, please see our Membership Office. *Please note, if for any reason your card is declined the day it is scheduled to run, it should be assumed the card will be re-charged the following business day. If at that time the charge amount to the card is accepted, there will be no late fees applied to the account. However, if the card is declined a second time, applicable late fees will be charged to the account until funds become available. You should expect a courtesy call from us if the latter occurs to avoid any further late fees.*

**Membership Fee:** A non-refundable registration fee of \$25 per family, per program is due at registration. If you wish to pay for the entire program cost in full at the time of registration, the membership fee will be waived.

**Deposit Required for Non-E-pay Registrations:** A two-week non-refundable deposit per child, per school-year program is required upon registration for those paying by cash, check or credit card. The two week deposit will be applied to the last two weeks of the program. Please note, a deposit will not be required for those who wish to utilize the E-pay system to schedule payments.

Special days and school vacation weeks are a separate fee. Sign-ups are accepted on an as-needed, first come, first served basis.

**NEFW Deposit:** Per the new policies issued by EEC/NEFW, a two week deposit will be required and applied toward the last two weeks of the school year for all NEFW members. This is due prior to the start of the school year. Please contact your NEFW worker for more information about your regulations regarding your voucher.

**Payments Due Friday:** Payments for each week are due in full every Friday by 6:00pm, *prior to the start of the new week of service*. Payments may be made in advance, if desired. Any payments made after 6:00pm on Friday will be subject to applicable late fees. A \$5 late fee will be charged per family, per day for each day the weekly payment is late. If the Club is closed due to inclement weather or some other unforeseen circumstance, payments will be due the next day the Club is open for operation, with no late fees. Payments may be made by cash, check, money order, credit card, or e-pay (automatic withdrawal). All physical payments can be made at the Boys & Girls Club of West Springfield's Main Street location only. Payments may be mailed in, or may be made by setting up an e-pay account with us. A receipt will be provided to you for each transaction except E-pay payments. E-pay receipts will be provided upon request only. If you would like detailed records regarding your account, please contact the Membership Office.

**Insufficient Funds:** In the event your check is returned due to insufficient funds, you will be responsible for the money due, plus a returned check charge of \$25, which includes the fees and charges associated with the returned check.

**Refunds:** The weekly membership fee for each week for the school-year program is a set rate for **39 weeks** or, the length of the school year. The program you register for will secure your child's slot for the length of the program. If your child does not attend the program due to an illness or other reason, there will be no refund or credit placed on the account for the missed day(s). Any weeks that are shortened due to a holiday closing, will be charged the regular fee, unless otherwise noted. There will be no additional fee for early dismissal days, early release days or half days, as long as your child is registered for the after school program on that specific day.

There will be no refund for inclement weather. The Club will make all efforts to stay open to members during inclement weather. However, if the Club deems the weather as a safety concern for its members and staff, the Club will remain closed until conditions improve. The Club will follow the school schedule and will extend the end of the program year by the number of days that were closed due to inclement weather only if they exceed the number of allotted snow days.

**Outstanding Balances:** If your child has a balance from a previous program, he/she will not be eligible to register for the upcoming program until the balance is brought to "0". Your child's account must be up to date with regular payments in order to register him/her for any sports league programs, special field trips, or other special programs that contain a cost.

**Delinquent Accounts:** If your account should become delinquent beyond two weeks, you will be notified by phone, mail and/or email regarding the balance due. At which time, you will be required to pay the balance in full. If you are unable to pay the balance in full, you may request to setup a payment plan for the outstanding balance with the Office Manager. Your child will be at risk for temporary termination from the program until either option ensues. If a payment plan is secured with the Office Manager for the outstanding balance, you will be required to adhere to your payment plan arrangement. In the event you do not adhere to the payment plan arrangement, your child will be at risk for temporary termination from the Club until at least two consistent payments have been made, or the remaining balance is paid in full. If at least two consistent payments have been made or the balance is paid in full, your child may then return to the Club. If an unforeseen circumstance prevents you from making payments to your account, you will need to request an additional meeting with the Office Manager to review the account. If you become delinquent and/or fail to pay your balance according to the terms above, you will be responsible for the balance due, as well as any applicable late fees and attorney/collection fees incurred.

**Financial Aid:** It is the mission of the Club to supply services to those families who need us most. If you should need financial assistance, the Club encourages you to apply for Financial Aid. Financial aid forms can be found on our website at [www.wsbclub.org](http://www.wsbclub.org), as well as in the Membership Office. We ask that you also fill out a New England Farm Workers waiting list form. If you should need assistance filling out the form, our Membership Staff, or Office Manager would be happy to assist you.

Please allow 1-5 business days to process your financial aid. Please note, you may be responsible for the full week's price until your financial aid is reviewed. The necessary documents needed to apply should be provided to the Membership Office. The list of documents include: latest tax return, four weeks of most recent pay stubs, social security, disability, food stamps, child support, alimony, and any other form of assistance. Financial aid is calculated by a scale that is provided on a case-by-case basis and is subject to financial aid funding.

If you receive a Financial Aid rate for your child, that installment rate is a fixed rate for each week your child is registered for the program, unless otherwise noted. If your child does not attend the program due to an illness or other reason, there will be no refund or credit placed on the account for the missed day(s). Any weeks that are shortened due to a holiday closing, will be charged the full financial aid rate, unless otherwise noted. There will be no additional fee for early dismissal days, early release days or half days, as long as your child is registered for the program on that specific day. Your financial aid rate does not include special days or vacation weeks. Families can register for special days or vacation weeks on an as-needed basis.

**Withdrawals:** If you decide to withdraw your child from any registered program, you must provide 2 weeks written notice to the Membership Office. Failure to do so will result in the loss of your 2 week deposit.

**Space & Waiting Lists:** Space is available on a first come, first served basis. A waiting list will be created once the program reaches its maximum enrollment. If space should become available, the names on the waiting list will be called for interest in the order they were received.

**Late Pick-up Policies:** It is very important that parents make every effort to pick up their child from the program on time. If you are going to be late, please call the Club at 413-736-1831 (or call your child's Club location Site phone number) to notify us of your estimated arrival time. Starting at 6:00 PM a late fee of \$1 per minute will be charged. As mandated reporters, any child that is left 30 minutes beyond pick-up time, with no contact from the parent/guardian is considered abandoned. The Police Department and DCF will be notified. We ask that all Parents/Guardians cooperate with our pick-up policy to avoid unnecessary phone calls.

**Please note:** The Boys & Girls Club reserves the right to terminate any child who is chronically picked up late from the program.

**Code of Conduct:** Here at the Boys & Girls Club we promote healthy lifestyles, character and leadership. We hope everyone who enters our program is a partner in our mission. We ask that if a concern, conflict or misunderstanding arises that you are mindful of the children in our building. We are happy to find an appropriate area to address any concerns. Any outburst in earshot of our members and families and any verbal abuse toward anyone including our staff will not be tolerated and will jeopardize your child's membership.

**Suspected Drug Use/Abuse:** The Club also reserves the right to make sure our members are safe when they leave the building. Though alcohol and other substances are legal, we strongly encourage you to partake of these substances after you have picked up your child. We will not release a child to anyone we suspect is under the influence of any kind of drug or alcohol. Due to the fact that we have no sophisticated methods for detecting impairment we must err on the side of caution. Our Club staff will assist in finding a safe way home for the child.