

REGISTRATION POLICIES

4 WAYS TO REGISTER

ONLINE: www.imaginationstage.org

MAIL: 4908 Auburn Avenue, Bethesda, MD 20814

PHONE: 301-280-1636

IN PERSON: Complete paper registration form at the front desk. DO NOT scan and return your registration by email. Email is never a secure means by which to send credit card information, even in a scanned format

REGISTRATION CONFIRMATION/RECEIPT Online registrants should receive automatic confirmation via email. For those who register with a paper form, a confirmation email will be sent within five business days. If there is room in the class, registrations for 6-week and 10-week classes will be accepted up to and through the second week of the class. If you have any questions about your registration or need a FSA-compliant receipt, please email registration@imaginationstage.org.

REFUNDS Your full payment will be refunded when a class is full or canceled. If Imagination Stage changes the time or location of the class after registration, a full refund will be issued upon written request. All other refunds require a written request and will be subject to a 15% administrative fee plus the cost of any classes that have taken place before the request has been submitted. For all 10-week classes, all requests must be made prior to the third class. For all 6-week classes, all refund requests must be made prior to the second class. No refunds will be issued after that time. All cancellation requests for Winter Break Arts Blast and Spring Break Camps must be received one week prior to the start of the registered camp. To request a refund, email the registrar. There are no refunds for production ensembles or conservatories.

INCLEMENT WEATHER POLICY Please call our weather line to find out if classes will be held: 301-718-9521. Note that we do not follow the Montgomery County Public School weather policy.

ATTENDANCE/MAKE-UP POLICY Due to the nature of our class structure, we do not offer make-up classes. No refunds will be given for missed classes due to a student's inability to attend. While we endeavor to make up classes cancelled due to circumstances beyond our control (e.g. weather, power outage), we do not guarantee that classes will be made up. Please contact your teacher or liaison if you know in advance that your child will miss a class. Unless otherwise stated, parents do not participate in classes.

AUDITING Students may only audit 10-week classes for the first two weeks before deciding to enroll. There are no audits available for shorter classes. To audit, contact the registrar. Please note that a hard copy of the completed registration form and credit card payment for the first two weeks is required. If a student chooses to continue in the class, the balance due must be paid in full before the student may attend the third class. If there is a student interested in enrolling in the full semester class and the class has filled, auditing students will be given the option of paying the balance due and enrolling in the class, or they will be asked to switch to another class to make room for students who are prepared to enroll for the full course of study.

PAYMENT PLANS Tuitions of \$400 or more may be split by contacting the registrar. Both payments must be made by credit card, and the first payment will be due with registration. Payment plan dates will be included with the confirmation email.

SCHOLARSHIPS Partial scholarships are available and awarded on the basis of financial need. Please contact Claire Bancroft at cbancroft@imaginationstage.org or 301-280-1663 to receive an application. All applications must be received by August 16, 2017.

LATE PICK UP Please pick up your child on time. Parents will be assessed a \$10 charge if a child is picked up more than 15 minutes after class ends and an additional \$1 per minute thereafter.

DISMISSAL If your child needs to leave early from class, you must pick them up from the classroom door. For safety reasons, children in grades 3 and under must be dropped off and picked up at the class door. Children in grades 4 and up may be dropped off outside the building.

ACCESSIBILITY AND INCLUSION Imagination Stage is deeply committed to serving children of all abilities and endeavors to create an inclusive and welcoming environment for all students. We encourage parents to contact Access Coordinator, Katie Keddell, at 301-280-1631 prior to enrollment to discuss reasonable and respectful accommodations and supports strategies to ensure a successful experience at Imagination Stage. In the rare case that a child is a direct threat to the safety of themselves or others, IStage may withdraw the student and refund any prorated tuition.

SIBLINGS/GUESTS In order to provide a safe environment for your child, we ask that siblings and guests not accompany students to class. Unless otherwise stated, parents do not participate in classes.

PHOTOGRAPHY AND VIDEOGRAPHY Imagination Stage and contracted photographers reserve the right to use photos and videos taken in class for promotional and archival purposes.

LIABILITY Imagination Stage is not liable for the well-being and safety of children who are around any of our facilities before a program begins or after a program ends.

CODE OF CONDUCT In order to provide students with a safe and supportive environment, Imagination Stage does not tolerate any form of physical or verbal abuse, vandalism, or the use of any and all illegal substances. Any behaviors found in violation of this policy will be addressed and the student may be asked to leave classes, and no refunds will be issued. No weapons of any kind may be brought into the building.

RELEASE AGREEMENT By registering your student you agree to the following: Although every effort is made to provide a safe environment, I recognize there is always a risk of accident. By submitting a registration, I agree to be responsible for any medical bills incurred resulting from illness or injury during my student's participation at Imagination Stage. Students are expected to carry their own accident and medical insurance. I release Imagination Stage from any and all liability and/or claims or damages arising out of personal injury of any kind. If necessary, I authorize Imagination Stage to administer first aid and/or authorize medical treatment for my student.

Please keep these registration policies for your records. Contact the registrar at registration@imaginationstage.org or 301-280-1636 if you have any questions regarding registration, or if you need an itemized receipt.