



IMAGINATION STAGE REGISTRATION POLICIES

(Last updated 07/27/2021)

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 14-week classes are accepted up to and through the third week of the class; registrations for 10 and 6-week classes are accepted up to and through the second week of class. If you have any questions about your registration or need an FSA-compliant receipt please email registration@imaginationstage.org.

2021 IN-PERSON COVID-19 REFUND POLICY In the event that Imagination Stage is unable to hold classes due to COVID-19 regulations or class health concern, a full refund will be provided. Online learning opportunities will be available to those interested. If a student has a suspected exposure to COVID-19 that makes it unsafe for them to attend, a full refund will be issued to the payment method. Those utilizing an account credit or gift card to pay would be refunded in the form of a gift card or account credit.

REFUNDS/CANCELLATIONS/MAKE-UP POLICY Your full payment will be fully refunded when a camp or class is cancelled due to low enrollment. All other non-COVID related 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 was submitted. The \$5 processing fee is non-refundable. Non-COVID related refund requests must be made by emailing the registrar on the following timeline.

- **10 and 14-week classes:** refund requests must be made prior to the third class.
- **6-week classes:** refund requests must be made prior to the second class.
- There are no refunds or credits for **production ensembles or conservatories.**
- **Spring Break Camps:** refund requests must be made one week prior to the start of the camp.
- **Summer Camps:** refund requests must be made prior to May 1 for a full refund less the 15% processing fee. Requesting a refund by June 1 entitles the purchaser to a 50% refund less the 15% processing fee.

In the event of non-COVID emergency closures due to weather, power outages, government mandate, and other force majeure events, Imagination Stage will:

- Provide credits for future programming for **programs that have not yet begun**; refunds will not be provided.
- Do its best to provide alternative programming and make-ups for **programs**

already in process, but cannot guarantee the same experience or number of classes.

- Conclude programming for **programs already three quarters of the way complete.**

We do not offer make-up classes due to a child's inability to attend.

PAYMENT PLANS Orders of \$150 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.

INCELEMENT 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.

AGE/GRADE LEVELS Students should enroll only in camps/classes intended for their grade level, regardless of age. Although we understand that skill and maturity levels vary, younger students may not register up a grade level.

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

FINANCIAL AID Partial tuition assistance is available and awarded on the basis of financial need. Please contact Claire Bancroft Loos at cbancroft@imaginationstage.org to receive an application.

AUDITING Students may audit 10 and 14-week classes for the first two weeks before deciding to enroll. There are no audits available for shorter classes or camps. 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.

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

DISMISSAL If your child needs to leave early from class, you must pick them up from the classroom door, regardless of grade.

- **School year:** For safety reasons, children in grades 3 and under must be dropped off and picked up at the classroom door. Children in grades 4 and up may be dropped off and picked up outside the building.

- **Camps:** Dismissal procedures vary from camp to camp; your camp manager will be in touch with details shortly before your camp begins.

SNACKS/LUNCH All food must be brought from home. Families are asked to pack non-perishable food as there is no refrigeration available on-site.

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@imaginationstage.org prior to enrollment to discuss reasonable and respectful accommodations and support 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, Imagination Stage may withdraw the student and refund any prorated tuition.

PHOTOGRAPHY AND VIDEOGRAPHY

Imagination Stage and contracted photographers reserve the right to use photos and videos taken in class for promotional and archival purposes. The taking of photographs, videotaping, and the use of recording devices is not permitted during performances of copyrighted material.

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 class, 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.