

PROGRAM GUIDELINES

CHARLOTTESVILLE PARKS & RECREATION

Class Guidelines and Rules

Drop Off

Parents/guardians must accompany their child into the facility and check in with the instructor. Parents/guardians with children under 8 years old must remain in the facility/at the program location throughout the duration of the class. Parents/guardians must also accompany their child when exiting the building/program location.

Please arrive at least 5 minutes before class starts. Being late is far more difficult on a child than what many parents realize and is disruptive to other participants.

Please accompany your child to the restroom before class or please be available and prepared to take your child to the restroom during class.

Parent Observation

For safety purposes, no parents are allowed in the program area or classroom. Non-registered siblings are not allowed in class and cannot be left unsupervised.

Please be considerate of the teaching process and refrain from any comments or coaching of your child during their class. Any interruption could result in injury and is a distraction to the instructor and other participants.

Parent & Me Classes

- Adult participants must always actively participate and supervise their child.
- Only one adult per registered child.
- If you have an infant, they must be in a carrier. Holding an infant is a safety risk as you cannot assist the child participating in the class.
- Adults in class must stay within arm's length of their child for safety.
- Non-registered siblings are not allowed in class. They must remain in the viewing area with a parent/guardian.

Discipline

If a situation continues to be an ongoing problem, instructors may ask the advice of the parent to correct the issue. Any time the behavior jeopardizes the safety of your child, other students or staff, we will ask that the child be removed from the class. We use time out to encourage good behavior. Charlottesville Parks & Recreation reserves the right to refuse participation or dismiss any student from the program.

Sick Children

We want to ensure the safety and health of all participants and instructors. Your cooperation on this issue is extremely important. Sick children expose all children and

staff members who they come in contact with. If your child exhibits any symptoms of a contagious illness, please keep him/her home. Such symptoms could include fever, diarrhea, unexplainable rash, lice, upset stomach, and vomiting.

Inclusion

How to Request Accommodations

Individuals with disabilities are encouraged to register for general recreation programs. With your registration, please email adaptive@charlottesville.gov information regarding your disability and accommodation needed. A two-week notice is requested in order for the Department to make reasonable accommodations based on individual needs for successful inclusion.

Minimum Requirements for Successful Inclusion

The basic eligibility requirements for all programs, camps, classes and events are listed below. These basic requirements apply to all participants, regardless of the ability level. There may be additional requirements for each program, camp or class.

The capacity for each program is based on ratio and logistics. If the maximum enrollment for a program has been met, a participant may be unable to enroll or placed on a wait list.

Payment is due upon registration. Payment must be received before admission into any program.

All participants are required to follow the rules of conduct outlined in the program guidelines. An individual with a disability may be removed from a program if after interventions and accommodations their behavior is a direct threat to others.

Must be able to maintain personal care without support from P&R staff or volunteers.

Participants should be willing to actively participate in the program the majority of the time. Ability to function with or without assistance as a member of a larger group (10 or more people).

Please contact the Adaptive Recreation Manager for more information on disability accommodations and inclusion services at 434-970-3264 or email adaptive@charlottesville.gov.

Program Cancellations

Inclement Weather

The Parks & Recreation Department reserves the right to cancel programs and close facilities should weather conditions warrant. You will be notified of any cancellations as soon as possible. Follow us on social media for updates or call our Inclement Weather Hotline at (434) 970-3593.

Instructor Cancellations

If your instructor is unable to attend a scheduled class due to an emergency, you will be notified as soon as possible. Planned absences and makeup class dates will be provided on the first day.

Make-Up Classes

Two weeks are provided at the end of the session for makeup classes for cancellations due to inclement weather or instructor illness. Every effort will be made to reschedule cancelled programs. Scheduling of makeup dates will be provided at the next regularly scheduled class session. Should makeup programs not be scheduled, you will receive a prorated refund.

Makeup classes are not provided to participants missing classes due to personal obligations, illness, school functions or travel. Our classes and staff schedule are designed based on student to instructor ratio.

Refund Policy

A customer may request to cancel a class at any time. Refunds for cancellations vary depending on when the request is made per the program refund policy below.

1. If the registered program is cancelled by Parks & Recreation, a refund for the FULL amount will be issued via the customer's choice of refund options.
2. If an individual chooses to cancel his/her enrollment in a program, the following rules shall apply (unless otherwise noted below):
 - a. If the cancellation is requested at least five (5) calendar days prior to the first class date, a refund for the full amount will be issued via the customer's choice of refund options.
 - b. If the cancellation is requested less than five (5) calendar days prior to the first class but prior to the second class date, a household credit only will be issued in the amount that the customer paid for the program.
 - c. If the customer attends the first class, but decides to cancel after attending, they must do so prior to the beginning of the second class and a refund in the full amount will be issued via the customer's choice of refund options.

If the cancellation is requested after the beginning

Refund Options

1. Household Credit – Household credits can be used toward the payment of future Parks & Recreation classes, programs, passes and facility rentals. The credit will remain on the customer's account for one-year date from the date of issuance. Any unused credits after one year will be refunded via check to the address on file.

2. Check Refund – If the customer paid by cash or check and would like a check issued from the City Finance Department, a check will be issued within three weeks.
3. Credit Card Refund – If the customer paid by credit card, he/she can have the refund applied to the credit card that was used during the registration. Credits may take three to five business days to appear on the customer's statements after processing.