

PROGRAM GUIDELINES – COVID UPDATE

Class Guidelines and Rules

Arrival

Parents/guardians must accompany their child to check in with the instructor and receive a temperature check and wellness screening. Parents/guardians with children under 8 years old must remain at the program location throughout the duration of the class. Parents/guardians must also accompany their child when leaving the program.

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 ensure that your child has used the restroom at home before coming to class or please be available and prepared to take your child to the restroom during class in an emergency situation (for children under 8 years old). Park restrooms will be available during program hours only.

Parent Observation

For safety purposes, no parents are allowed in the immediate program area for programs with children over 8 years old. Active parent supervision is requested for children under 8 years old to assist with social distancing. Non-registered siblings are not allowed in the program area and should be kept at home.

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. The Safety of your child and ensuring that he/she receives an excellent experience is our goal. 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, all flu like symptoms, diarrhea, unexplainable rash, lice, upset stomach, and vomiting.

COVID-19 Safety

Staff will conduct temperature checks and wellness screenings for all participants before being permitted to attend class.

Participants may not come to class if they experience any symptoms of the coronavirus (mild to severe respiratory illness with fever, cough and difficulty breathing), or other symptoms identified by the Center for Disease Control.



Recipient Name
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Specifically, participants may not come to class if they:

- Have a temperature >100.3
- Recently have had the following symptoms: Chills, Cough, Shortness of Breath, Sore Throat and/or Loss of Taste/Smell
- Have been in direct contact with someone with COVID-19 in the last 14 days, or if they have a serious underlying health condition.

All participants must maintain at least 6 feet between other participants and staff. Staff will space seated programs accordingly.

All participants and parents must wear face coverings during program time and while interacting with staff. Participants may not be required to wear masks during programs that include running and athletics.

Participants may not share supplies and all equipment/supplies will be sanitized after each use.

Hand sanitizer will be available during program time and participants will be encouraged to wash and/or sanitize their hands frequently.

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 or illness, you will be notified as soon as possible. Please verify that your webtrac account info is up to date with correct contact information.

Make-Up Classes

Make-Up classes are not provided during this session. In the instance that a class is cancelled during a session, you will receive a prorated refund.

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):



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- 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.

Injury/Illness

If a customer is unable to attend a registered program due to an injury/illness, they may cancel and receive a full or pro-rated refund (if after class has begun). Medical documentation may be required.

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.

