

# UPDATE - GENERAL REGISTRATION POLICIES 2020

The Waegwoltic Club is committed to the complete satisfaction of all our members enrolling in our club programming. To that end please, see the policies below to guide you in your enjoyment of the range of high quality programming offered.

The following Registration Policy and Liability Waiver must be read and agreed to before registering for any program at The Waegwoltic Club. Members cannot proceed with online or in house booking until the policies have been read and agreed to. Confirmation of agreement is made in person by signature or online by electronic verification.

The following Registration Policies and Liability Waiver apply to Adult and Youth programming from all departments of the Club including — but not limited to — Sailing, Aquatics, Recreation, Tennis, and special events.

## REGISTRATION POLICY

**I.** All membership fees for 2020 must be paid in full or you must be registered on the payment plan before registering for any programming. Any additional outstanding fees must also be paid in full prior to registering for programs.

**II.** Program fees must be paid in full at the time of enrollment and is accepted on a first-come, first-served basis. No spot will be held for any amount of time without payment. Partial payments or deposits will not be accepted to hold a spot.

**III.** Program fees can be paid online, over the phone via credit card, or in person at the Main Office. Applying a fee for programming to a membership account is not considered as payment and cannot be used as a method of payment to secure a spot in a program or class.

**IV.** Members making a program cancellation before April 15th will receive a full refund if it is approved by our administrative staff. Cancellations received after April 15th are subject to the following cancellation and transfer policies:

**a.** A notice of cancellation or transfer made a minimum of 7 days prior to the program start date, if approved, will result in a full program credit which must be used in the calendar year it is issued.

**b.** Any cancellations or transfers received within 6 days of the program start date will receive a program credit for the full amount, less an administrative fee of 25% of the program fee. This partial credit must be used in the calendar year it is issued.

**c. Transfers will be accommodated up to the start date without the 25% administration fee are:** Level transfers (example: Swim Kids 1 to Swim Kids 2); Time slot transfers; Transfers between programs within the same session.

**d.** A refund will be issued when the program is cancelled by the club

**e.** A member may request a refund if a participant is unable to participate due to medical reasons substantiated by a medical note.

**V.** If a class is full, a waitlist option is available. There is no charge for a waitlist registration. If a position becomes available, the first member on the list will be contacted by the Administration Office and given 24-48 hours to enroll depending on the program. If the given time passes without payment, the spot will be offered to the next member on the waitlist.

**VI.** The Waegwoltic Club reserves the right to cancel programs or classes if a minimum registration number is not obtained prior to the start date. In this case, a full refund will be issued.

## **EARLY REGISTRATION**

- I.** Early registration is available for summer camp and sailing programming only.
- II.** Early registration privileges are granted to those members who were enrolled in the programs during the previous year.
- III.** Early Registration dates are set annually by the Main Office.
- IV.** Once early registration is closed, all remaining positions are open to the general membership on a schedule that is set annually.
- V.** Positions in each program are available on a first come first serve basis. Early registration does not guarantee you a spot in a particular program or week.
- VI.** All early registrations follow the registration policies of the Waegwoltic Club as stated above.

## **SAFE CARE AND SUPERVISION POLICY**

The Waegwoltic Club believes in fostering individuality, self-worth and self-esteem for all who in our care. All of our campers will be treated respectfully, listened to, and encouraged to share their perspectives, life experiences, and values.

In the event that—through the course of daily interaction with our participants—we become privy to information that could reasonably be concluded as harmful or threatening behavior towards the well-being of a child by a parent/legal guardian/caregiver, our staff is trained to recognize and report the situation to their supervisor and, as necessary, to the appropriate child protection agency. This is not just our duty, but our responsibility under the law.

A protocol is in place to address, document and report emergency situations (both life threatening and non-life-threatening). All emergency situations, whether life-threatening or not, are immediately reported to a supervisor after the incident, and put into writing within an hour (examples: lost child; injury).

Vulnerable Sector (VS) police checks are conducted for any staff that comes in contact with children at The Waegwoltic Club.

The Waegwoltic Club policies regarding child safety follow the guiding principles outlined in "Quest 1" of High Five®'s quality standard for children's sport and recreation. Founded by Parks & Recreation Ontario, High Five® provides policy guidelines that ensure that your child's experience with sport and recreation will be safe, properly-supervised, and age-appropriate. It also ensures your child will have a positive experience and leave the program smiling.

For more information about High Five®, visit [www.highfive.org](http://www.highfive.org).

## **LIABILITY WAIVER**

By signing the waiver, registering yourself, your child, or any participant for whom you are the registrant for programming, you have acknowledged and agreed to the following:  
All programs organized by The Waegwoltic Club are run by experienced, certified (where applicable) instructors and supervised by (an) experienced assistant(s), as necessary.

Every effort will be made to minimize risks that may arise as a result of program activities. I hereby acknowledge any and all risks, and I fully understand that The Waegwoltic Club's members or staff, the program instructor(s) and assistant(s) assume no responsibility for any injury or ailment that may occur while your child is under our care.