



The Emma S. Barrientos
Mexican American Cultural Center

600 River Street, Austin, TX 78701
p. (512) 974-3785 f. (512) 974-3777



POLICIES & PROCEDURES - CLASS & ENROLLMENT

When can I register?

Registration dates are posted on the MACC webpage located at www.maccaustin.org and in the education office. Each participant must complete a registration form (front and back), located on the MACC website. Full payment is required to secure a spot in the class. Registrations will be accepted in person at the MACC Education Office or by mail. No registrations will be accepted prior to 10AM on the first day of each registration date. Registrations received prior to 10AM on the first day of registration will be returned without being processed.

Payment

Adult Programs, Family workshops, Youth Specialty classes and Spring Break require full payment at the time of the registration.

Cancellation & Refunds

Program attendance is the responsibility of the participant. Failure to attend a class does not entitle a participant to a transfer, make-up, prorate or refund. Registration fees are refundable in full only if the MACC has cancelled the class. Registrations cancelled at least 7 days prior to the first day of class may be issued a refund, minus a \$20 nonrefundable deposit. If the receipt amount is \$20 or less, the refund will be half of the class fee. No refunds are issued for registrations that are cancelled without 7 days advanced notice of the first class day. Refunds are issued by check from the City of Austin (please allow 4 - 6 weeks for processing) or you may apply the credit to your account, which may be used by any immediate family member for any program offered at the MACC for up to one year. Please note that refunds under \$10 will only be made to credit your account. We are sorry that we are unable to process refund checks under \$10 at this time. There is a \$25 cash fee on all returned checks.

Transfers

A transfer requires a cancellation and re-registration into another class. All procedures listed for cancellations apply to transfers. Failure to attend a class does not entitle a participant to a transfer, make-up, prorate or refund. If the MACC cancels a class due to low enrollment and you wish to transfer to another class, you will not have to pay the \$20 non-refundable deposit. A student wishing to transfer from one class to another with the same instructor and without affecting the minimum enrollment may do so only once during a session without penalty two days before the first class meets, but not after the class has started.

Minimum Enrollment

Each class needs a minimum number of students to enroll before the class can "make". If the minimum enrollment has not been met 2 business days before the class begins, the class will be cancelled. Any students who enrolled in the class will be notified by telephone, and may transfer to a different class or be issued a refund (see refund procedure). We encourage all students to enroll as soon as registration begins. Class receipts confirming registration has been processed will be mailed along with a copy of the MACC refund policy. Please check your phone messages in case a class is cancelled after the payment receipt has been sent. Also, waivers are required for all students under the age of 18 before the student can attend class. See: Participant Waivers.

Waiting Lists

One way to deliver quality service is by limiting the class size to provide a good student/teacher ratio. If a class has reached the maximum limit, names are placed on a waiting list and students are called as openings become available. Students will be notified by telephone if the class is full and has a waiting list.

The Emma S. Barrientos Mexican American Cultural Center fosters a meaningful understanding and appreciation of Mexican American, Latino and Indigenous cultures through youth and adult education. The MACC's goal is to provide programming which cultivates the rich history of Austin's Latino community.



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Emergency Cancellation / Bad Weather Closures

If an adult class meeting is unexpectedly cancelled due to an emergency, every effort is made to call students and reschedule the class. In addition, a sign is posted on the classroom door. Typically, the class meeting is made up the week following the last day of class. The MACC observes all emergency closures, including weather closures, as directed by the City Manager for youth and adult classes. The City Manager is the only person that can close a facility for bad weather; staff does not have this authority. Please stay tuned to your local weather station for updates on city facility closures.

Accessibility Accommodations Requests

The City of Austin is committed to compliance with the Americans with Disabilities Act. If you require special assistance for participation in our programs or use of our facilities, please call 512-974-3785. Individuals with disabilities are encouraged to participate in the City of Austin, Parks and Recreation Department Programs. Special accommodations may be requested to facilitate your participation and inclusion in these programs. Parents should schedule an interview upon enrollment. Requests for reasonable accommodations will be reviewed and determined on an individual basis. Please allow 2 weeks in which to schedule the accommodation interview prior to the program start date.

Safety and Fire Drills

The Parks and Recreation Department conducts random fire drills. We appreciate your participation in making safety our first concern. Youth will be forewarned if any fire drills will occur during their class to avoid undue stress.

MACC Photo/Video Policy

The Parks and Recreation Department regularly takes photos of participants in our classes, special events and other activities. Photos are for Department use and may appear in presentations, brochures, flyers, public service announcements and other media uses. Please see the Image Release Waiver section on the Registration Form.



The City of Austin is proud to comply with the Americans with Disabilities Act. If you require assistance for participation in our programs or use of our facilities, please call (512) 974-3772.



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POLICIES & PROCEDURES - CLASS & ENROLLMENT - Youth Programs ONLY

Childcare Standards Ordinance

Children's programs and activities supervised by the Austin Parks and Recreation Department and requiring enrollment or registration in order to participate are not licensed by the state; but follow local standards of care as adopted in the City of Austin Ordinance No. 20120426-123. A copy of the ordinance is available and posted at each site.

Enrollment Criteria

Preschool aged students and older must be potty-trained prior to enrollment and have the maturity level to work in a classroom setting. Students and parents must follow the City of Austin and MACC policies regarding safety, discipline, enrollment and programming which are printed in the City of Austin Childcare Ordinance, registration materials and parent guides. Enrollment is secured with full payment for the class. If payment is not received by the due date, the spot will be offered to another child on the waiting list.

Payment

Summer Camp Payments and Deposits:

Summer camps may be secured with a \$20.00 deposit; with the remainder due two weeks before the camp starts. Unpaid students are dropped from the roster without refund two weeks prior to the camp start date. Early studios must be paid in full at the time of registration.

Family Programs and Youth Specialty Classes require full payment at the time of the registration.

Youth Late Pick-up Fees

Program hours are exact class times. Students may be dropped off no more than ten minutes before the start of class or camp. If you arrive prior to this, you must wait with your child until the drop-off time when doors open. Pick up time is promptly at the end of class (you may pick up your child earlier, if you like). Late fees begin accruing as soon as the class ends. The late pick-up fee is \$5 for the first 15 minutes past the end of class and \$5 for each 5 minute interval thereafter. Early Studio is offered for some camps (ages 5 and older) for an additional fee. Please help ensure the safety of your child by dropping off and picking up within camp /class program hours.

Participant Waivers

Waivers for students under the age of 18 must be completed and signed by the parent or guardian before the student can attend class or camp. This Registration/Participant Waiver form includes:

- Medical Waiver
- Non-Custodial Contacts
- Photo/Video Release Waiver
- Release of Liability

Registration for classes that start within 7 days must include the waiver with the registration, or may be hand-delivered or faxed by the end of the day. Children cannot participate in City of Austin programs until waivers are completed, signed, initialed and received in the registration office.

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POLICIES & PROCEDURES - CLASS & ENROLLMENT - Youth Programs ONLY

Parent's Guide

For most Youth programs and camps, parents will receive a Parent's Guide. Parents are asked to review the program information about our safety and discipline guidelines before their child arrives for class or camp at the MACC.

Sign-In and Out Permission

For youth programs, the parent/guardian is required to enter the building each day at the beginning and ending of the program to sign a check-in and check-out list. Please be prepared to show identification to our staff.

Medication Permission

If a child is taking a prescription or non-prescription medication during program hours, a "Permission to Give Medication" form must be completed at the MACC Education office. Every effort should be made by the parent/guardian to administer medication prior to or after program hours. If this is not possible, then the MACC Education staff will administer medication according to the information on the "Permission to Give Medication" form. The MACC Education staff will only accept the exact dosage needed during program hours. Do not send the complete bottle of liquid, tablets or powder. The medication must be provided in the original container with the following information: child's name, type of medication, time to be given and other specific instructions (ask the pharmacy for an additional container with instructions). Staff may not administer medication that is not in its original container or past the expiration date on the container. Staff will not administer injections.

Child Placement Policy

Children are placed in camps and classes according to their age and birth date. If the student's birth date falls during a camp session, they may enroll in either the younger or older camp. Camp or class size must conform to the City of Austin Childcare Standards Ordinance. If you would like your child to be placed in a different camp or class than they are assigned or for friends to be placed together, please request this in writing by submitting a Class Request form. Contact 974-3785 for a copy. While we try to accommodate all requests, placement cannot be guaranteed as we must follow the age and class size policies. In order to provide enough time for planning and organizing classes, all requests must be submitted 5 business days before the camp or class begins. There is a maximum of one friend request per child. Also, due to limited time and organization constraints, we cannot move students on the first day of class.



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