

POLICIES & PROCEDURES – CLASS & ENROLLMENT

When can I register?

Registration dates are posted on the AARC webpage located at www.austintexas.gov/aarc and in our educational brochures located in our computer lab/library. Each participant must complete a registration form, available on the AARC website and in our reception office. Registration is also available online. 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. Full payment is required to secure a spot in the class.

Payment

Adult Programs, Family workshops, Teen Workshops, and Spring Break require full payment at the time of the registration. Summer camp(s) can be secured with a \$35.00 non-refundable deposit per session per child; with the remaining balance due fourteen days prior to the first day of the camp session.

Cancellations & 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. Registrations cancelled at least 7 days prior to the first day of class may be issued a refund, minus a \$35 nonrefundable deposit. If the receipt amount is \$35 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 by credit card depending on payment method at the time of registration. Additionally, you may apply the credit to your account, which may be used by any immediate family member for any program offered at the AARC for up to one year. Please note that refunds under \$10 will only be made to credit your account. There is a \$30 cash fee on all returned checks.

Resident and Non-Resident

Please check AARC's website for more information regarding current registration dates and fees assessed.

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 AARC cancels a class due to low enrollment and you wish to transfer to another class, you will not have to pay the \$35 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 up to 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 take place. 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 a processed registration will be e-mailed along with a copy of the AARC refund policy. Mailed and printed copies by request only. Please check your voicemail 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 form.)

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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 opening become available. Students will be notified by e-mail if the class is full and has a waiting list.

Emergency Cancellation / Inclement 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 AARC observes all emergency closures, including inclement 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 inclement weather; staff does not have this authority. Please stay tuned to your local weather station or visit the City of Austin homepage at www.austintexas.gov for updates on city facility closures.

Special Accommodation 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)974-1700. 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 two weeks in which to schedule the accommodation interview prior to the program start date.

AARC 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.

Safety and Fire Drills

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



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 upon request.

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 AARC policies regarding safety, discipline, enrollment and programming which are printed in the City of Austin Childcare Standards 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 \$35.00 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 drop-off must be paid in full at the time of registration.

Family Program, Spring Break Camp, Youth Specialty Classes, and Teen Workshops

Require full payment at the time of the registration.

Early Drop-Off

Early drop-off for Spring/Summer Camps and Teen Workshops are available for \$50 per session, Monday through Friday, 7:45am-8:45am. Early drop-off fees are due at the same time as your Spring/Summer Camp balance for each session.

Late Pick-Up

Late pick-up for Spring/Summer Camps and Teen Workshops are available for \$50 per session, Monday through Friday, 5:00pm-6:00pm. Drop-off fees are due at the same time as your Spring/Summer Camp balance for each session.

Youth Late Pick-up Fees

Programs hours are exact class times. Students may be dropped off no more than fifteen 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 drop-off 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.

POLICIES & PROCEDURES – CLASS & ENROLLMENT – Youth Programs ONLY

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

Waivers must be received via email or hand delivered before the start of class. Children cannot participate in City of Austin programs until waivers are completed, signed, initialed and received in the registration office.

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 their safety and discipline guidelines before their child arrives for class or camp at the AARC.

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 AARC 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 AARC education staff will administer medication according to the information on the "Permission to Give Medication" form. The AARC 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.

Policies & Procedures – Types of Registration

Childcare Placement Policy

Children are placed in camps and classes according to their age and birthdate. If the student's birthdate 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 (512)974-1695 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 7 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.

Walk-In registration is available for all of our programs. Simply fill out the appropriate program registration form and return it to the Asian American Resource Center reception office. Registration forms can be downloaded from the AARC website or you can find a hardcopy at the facility. For same day registrations, please allow 30 minutes for processing.

Mail-In registration is available for all of our programs. The post mark date of your registration must not be earlier than the program registration date. Registration forms sent with a postmark earlier than the program registration date will be returned.

Drop-In registration is available on limited programs/events. Please check program details to see if it is offered. This registration type does not guarantee space in the program.

Online Registration is available for most programs/events. To register online, please visit the Parks and Recreation Department page and click on "Register for Classes." Account creation is required for new enrollees. If you have previously enrolled in a Parks and Recreation program before, please call us at (512) 974-1700 to get your account information.

Pass Registration requires an additional step to any of the above registration methods (walk-in, mail-in, and online). On your first visit, you will need to visit our library to get your pass made. For subsequent visits, you must stop by the reception office to swipe in for your program using your pass.

Pre-Registration means that the program cannot accommodate drop-in or same day registrations. You must register before the registration deadline.

Registration date is the earliest date you may register for a program.

Registration deadline is the latest date you may register or need to provide full payment for a program. If there is no indicated registration or payment deadline, then you are able to register as long as the program is in session. Pro-rated prices may be assessed if you register after a programs start date.