

## **Capabilities**

### **Enrollment & Admission Policies:**

Enrollment must be completed by filling out a complete registration form with a check for the payment in full attached.

### **Program Goals:**

The program goal is for each student to learn the basic grips, fundamentals and 5 strokes in a fun environment. Our goal is for each child to be able to hold a 6 ball minimum rally across the net with a professional. We want each child to learn this amazing lifetime sport and want to continue playing it after leaving our program.

### **Hours of Operation:**

2:30-4:00pm

### **Attendance and illness Policy:**

Roll will be taken within the first 5 minutes of each class. Every student on the roster will be accounted for. We encourage all attendees to make as many after school sessions as possible. If for some reason the child is absent from school, we will follow up with the parent that same day.

### **Health and Emergency Policy:**

Our staff is CPR Certified and an emergency contact list will be with the staff at all times.

### **Pick-Up / Sign-Out Policy:**

Our staff will have the roster at sign out and each parent or guardian will need to initial by the child's name before the child is released.

### **List of equipment and supplies:**

- Quick Start nets and flags
- 8 & under Red Balls & Foam Balls and 10 & under Orange Balls
- Throw down lines and cones to mark off the courts and have targets set up
- Extra rackets for kids who do not have rackets

### **Per Student price and discount:**

The session is for 1.5 hours for 14 weeks and the fee is \$300.

Our company policy is 10% off the 3<sup>rd</sup> child.

### **Cancellation Policy by Contractor:**

If our company cancels a class then a make-up class will given after receiving approval from the principal and precise communication to the parents

## **Capabilities cont'd**

### **Cancellation Policy by Parent Cancellations:**

If a mom withdraws the child from the class because he/she did not want to continue, a 100% refund will be awarded. If a child drops out half way through the season due to other conflicts, a pro-rated amount will be given back.

### **Summer School and Coordination with Principal:**

The program will be set up around the schedule of the principal.

### **Participant Fees Collected:**

Payment in full will be stapled to the registration form. If payment is not received then an invoice will be emailed to the enrollee. After the 3<sup>rd</sup> attempt, a phone call will be made along with a hard copy invoice mailed.

### **Student Supervision & Discipline**

Each student will be supervised to the fullest. An adult will escort each child to and from the bathroom and children will not be allowed to leave the area. Our discipline policy is "time-out". On the second offense, an email to the parent will be sent. On the 3<sup>rd</sup> offense, a meeting will be set up between the staff and the parent.

### **Staff not available:**

Our main facility is less than a mile away from the school. If in the event that a staff member is ill, a replacement will be sent. Background checks are done on all staff members and all staff is complete with insurance and certification.

### **Emergency Policy:**

Our staff is trained to handle emergency situations in a calm and professional manner. We hire only professionals who would handle emergency situations in a calm and comforting way. Each staff member will have a distribution list of the parents contact information on their phone and could notify them within seconds of an emergency.

### **Beverages/Snacks:**

There will be no beverages or snacks offered during our program. The parents will be encouraged to pack their child a snack.

### **Clean-Up:**

The area used will be left cleaner than found.

### **School Property Damage:**

If any school property is damaged, the company would reimburse the school 100% of the damaged property.

### **Other Costs:**

We do not foresee any other costs related to After School Enrichment Program activities conducted within or on FCS facilities.