



Portland Early Learning Project Enrollment Policies

Thank you for enrolling in PELP's child development programs. You are about to begin (or continue on) a magical journey of wonder and discovery for you, your child and your whole family! We know you will find the research-driven information and activities in our programs nowhere else! They will not only enhance communication and language skills, but will also facilitate long-term learning. We have found it useful to have the following information available for you to peruse. Please take a moment to better understand the following policies related to our programming.

Baby Sign Language in Play Programming:

Registration:

- Due to the popularity of our programming, class size is limited and space in a program is not confirmed until payment is received.
- Once payment is received, space is reserved on a first-paid, first-served basis.

Cancellation/Refund:

In order to maintain high-quality programming at reasonable costs, PELP has the following cancellation/refund policies:

- o Until three business days before the session begins, a full refund minus a \$15 administration fee is available.
- o From three business days before the session runs and through the third week of class, credit towards a future session is available. Should you choose to apply your credit to a future session, you will be assessed a \$15 administrative fee, plus the prorated cost of any individual classes you choose to repeat. There is no refund available.
- o From the third week of class and on, a \$15 credit towards a future session is available. There is no refund available.
- o Credit may be applied to an appropriate future class, as long as that class is not full.
- o Credit is non-transferable.

Bounced check/Stop payment policy:

There is a \$30 bounced check or stop payment processing fee.

Child Safety in Baby Sign Language in Play Class Programs:

PELP programs are developed with child safety in mind. However, it is the parent or caregiver's responsibility to ensure the safety of their child(ren) and the children around them during their involvement in PELP's programs. Therefore, by registering for a PELP Baby Sign Language in Play program, you agree to the following policies:

- The parent or guardian/caretaker accepts full responsibly to ensure the safety and well-being of their child/ren and releases PELP from any liability.
- Each parent or caregiver must make the individual decision if they wish their child to participate in an activity or manipulate a prop. By doing so, the parent or caregiver holds PELP free of any liability related to the child's participation in the program.
- Each parent or caregiver is responsible to ensure their child does not inflict harm on another child in the program, or on any property of another.
- If individual children are not able to interact in the group setting in a safe and responsible way, the family may be asked to leave the program for a partial refund, based on the number of classes not taken minus the administrative and materials fee(s).
- Any damaged property must be replaced or repaired at the parent or caregiver's expense (of course, damage to props that results from typical usage will not be the responsibility of the parent or caregiver).
- PELP, LLC or the individual teacher reserves the right to revoke any family's registration at any time.

Sibling attendance in Infant and Toddler Sign Language Play Class Programs:

We love to have siblings in our programs. In order for this to enhance participant learning, we ask that you respect the following policies:

- If siblings are younger than three years of age, there is a \$20 discount on tuition for each additional sibling.
- Un-enrolled siblings (who are three years of age or older and live in the same home) are allowed with prior consent from the individual instructor as long as space in the room permits.
- Un-enrolled siblings must be made aware that they are attending a class for enrolled infants and toddlers, and must be prepared to interact appropriately.
- Siblings are invited to be helpers, to learn alongside their sister or brother, and to participate in the activities of the group, as long as there are extra props once all the enrolled babies or toddlers have theirs.
- The playful tone, learning environment and safety of the participants must be maintained at all times. Siblings may continue to attend at the discretion of the teacher.

Attendance of additional adults at Baby Sign Language in Play Classes:

The more caretakers who sign with your child, the better! Therefore, PELP includes up to two guardians with every child's registration. This additional adult is intended to be an individual who spends the majority of their time caring for the child - examples: spouse, full time nanny, live-in grandparent. To allow everyone to get the most out of programming, please be aware of the following:

- Additional adults (including grandparents, nannies, therapists or other specialists, other relatives etc.) are allowed for an additional fee as long as space in the room permits. Please check with the program coordinator or your individual teacher to determine if space permits in your class and what the current fee structure is. For one-time/special instances where additional adult attendance is requested, (ie: relative in town, etc.) please check with your individual instructor or program director.

Make-Up Policy for Baby Sign Language in Play Classes:

In order to maintain the quality of our programming, PELP has implemented the following make-up policy:

- You may make up as many as 1 class during any concurrent play class series with prior consent of the instructors involved.
- Please check with your individual instructor for available classes.
- The weekly handouts will allow you and your family access to the target signs and strategies, even if you are not able to make up a particular week's class.
- The program is developed with an understanding of real families' lives. We know that most families will miss any number of classes. Therefore, the program re-integrates most of the signs into different activities at different times throughout the program. Most strategies are similarly re-introduced at various points, to allow both parents and children multiple opportunities to learn them. In this way, even if you miss a week or more, you will have ample opportunity to see and learn the signs and strategies.

Instructors can answer questions about a missed week at the end of class and as time permits.

Sick Children:

- In order to protect the health of participants, please do not bring your child to class if he or she is sick (e.g., fever, contagious illness or infection, etc.); children who are sick will be asked to leave class.
- You are free to make 1 class (see Make-Up Policy, above, for more on this).

Cancelled Classes:

- Please keep your email address current with us as we will communicate about cancelled classes via email
- If the school system within which the class or program venue is located cancels school due to inclement weather, PELP will not run programming. In the case of two-hour school delays, cancellation will be at the discretion of your instructor. Please watch your email for specific information.
- In the event that a single class within a session needs to be cancelled (e.g., due to instructor illness), PELP will send out emails to enrolled participants as soon as it is known that the class will not run.
- Please keep your email and other contact information with us current.
- If the instructor is ill, PELP will first attempt to schedule a substitute. If a substitute is not available, a make-up class or program will be scheduled on an alternative date. PELP will make every attempt to schedule the make up class for the same day of the week and time as the cancelled one.
- In the event that an entire program or series needs to be cancelled (e.g., due to low enrollment), PELP will send out emails to enrolled participants as soon as it is known that the session or program will not run with no less than 3 days notice and of course a full refund will be made available.

Thank you for taking the time to learn more about our programming. These policies will ensure that you and your family will enjoy your experience in PELP's programs