



CANCELLATION/REFUND POLICY

- The registration fee is nonrefundable.
- If a camp is cancelled by Studio Bella due to not making quota, a 100% refund is guaranteed.

SESSION 1

If cancelling between April 15 and May 1, 50% of the tuition paid will be refunded.
If cancelling between May 2 and due on May 15, 25% of the total tuition paid will be refunded.
There are no transfers or refunds after May 15.

SESSION 2

If cancelling between May 15 and due on June 1, 50% of the tuition paid will be refunded.
If cancelling between June 1 and due on June 15, 25% of the total tuition paid will be refunded.
If tuition is not paid by the deadline(s), the camper will forfeit his or her camp spot.
There are no refunds after June 15.

Days canceled or skipped by the student: these classes will not be made up or refunded.
There is a \$50 administrative fee per transfer from session to another.

PICKUP/LATE PICKUP POLICY

Late Pickup: If you know you are running late, please contact the director of the day: Let them know the anticipated time of pick-up. It is helpful for directors to know in advance, so they can help your child adjust to the late departure. It also helps the director plan for staff coverage during the minutes the child is remaining in the program.

If a parent has not contacted the director by 5 minutes after the designated pickup time, the following protocol will be followed:

1. The parent/legal guardian will be called.
2. If the parent/legal guardian cannot be reached, we will call from the child's authorized emergency contact list. A late fee of \$25 will be charged to parents of children picked up 2:30 (camp) and 5:30 (extended day). Parents will be made aware of the late fee verbally at the time of pick up and will be invoiced.

Thanks for understanding the timeliness required to have a successful summer program!