



Studio Bella Camp

Cancellation Policy & Late Pick up Policy

CANCELLATION/REFUND POLICY

The refund policy for Studio Bella is the following:

- If a camp is cancelled by Studio Bella due to not making quota of 6 attendees or for an emergency, a 100% refund is guaranteed.
- If cancelling between 8 weeks or more prior to camp, 100% of the tuition paid will be refunded (excluding the nonrefundable deposit).
- If cancelling between 6 weeks or more prior to camp, 75% of the tuition paid will be refunded (excluding the nonrefundable deposit).
- If cancelling between 4 weeks or more prior to camp, 50% of the tuition paid will be refunded (excluding the nonrefundable deposit).
- If cancelling more than 2 weeks ahead of time, 25% of the total tuition paid will be refunded (excluding the nonrefundable deposit).
- There are no transfers or refunds with 2 weeks prior to camp.

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.
3. 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!