



CANCELLATION/REFUND POLICY

- If a camp is cancelled by Studio Bella due to not making quota of 10 for summer camp or for other reasons, a 100% refund is guaranteed.
- If the parent notifies Studio Bella of withdrawal 2 months or more before the beginning camp/class date in writing, a full refund less a \$50 handling fee will be granted.
- If the parent notifies Studio Bella of withdrawal 1 months or more before the beginning camp/class date in writing, a full refund less a 50% refund will be granted.
- If parent notifies Studio Bella of withdrawal 14 days before class start date no refund is granted.
- Camps canceled or skipped by the student: these classes will not be made up or refunded (due to a virus, change of plans or forgetfulness, etc..) by the parents or the student will not be given credit, transferred or refunded due to the fact that supplies has been purchased, we have held a spot for your child and we have hired staff to provide the event.
- A death in the family or family emergencies will be reviewed individually. After discussion, the possibility of credit toward future camps or classes will be determined on a case by case basis.
- All classes, schedules, and prices are subject to change.
- There is a \$25 administrative fee per transfer of any class or camp.

PICKUP/LATE PICKUP POLICY

Studio Bella Explorers summer camp from:

Morning: 9am-12pm with extended day pickup at 1:00 and

Afternoon: 1pm-4pm with extended day pickup at 5:00

- At 11:45 and 3:45, students are promptly brought out to their designated pickup location so that parents may pick up BEFORE 12pm and 4pm respectively.
- If your child is staying for extended day until 1:00pm, they are brought down to their pick up location at 12:45pm. Please keep in mind afternoon campers are being dropped off at the same time.
- If your child is staying until 5:00pm, pickup is inside the camp building.

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 \$20 will be charged to parents of children picked up after 12 pm, 1pm, 4pm or 5 pm, depending on the ending time for each individual child. Parents will be made aware of the late fee verbally at the time of pick up.
- Parent may pay via credit card at time of pickup or may be invoiced via our accounts manager

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