

Enrollment Procedure

All participants are required to complete a current Enrollment Packet, and pay a \$50/\$40 (District Resident) annual membership fee (non-refundable) prior to participating in our program. We can take a maximum of 90 students per day. If our enrollment reaches max capacity the center will start a waitlist and if spots become available waitlist families will be contacted. Registration fees for first month of program are due at the time of registration.

Hours

Our program is open Monday-Friday from school dismissal until 6:00pm on all school days. We currently follow the MDUSD school calendar for our operating days. Based on staff availability and participant interest, we may offer full day programs during school breaks and teacher-in-service days. Registration and fees structure for full day programs are separate from the Afterschool Program.

Participant Responsibilities and Code of Conduct

All participants and parents must agree and sign the Code of Conduct outlined on the membership form. Disciplinary action for violations of the code of conduct can range from, but is not limited to reprimands, behavior reports, being sent home from center at the parents' expense, and suspension.

Pleasant Hill Recreation & Park District reserves the right to terminate the membership and participation of any individual whose behavior violates any safety rules or standards, or places The Teen Center in an unfavorable light.

Registration Payment Procedure

All participants are required to have a credit card on file and fill out a Teen Center Payment Contract.

Registration payments are based on the number of days you indicate your child will attend. Pre-registration payments are due, in full, on the last business day of the month for the following month. Cash or check payments are due by 5pm. The District **does not** allow/accept split payments from multiple payers for the same enrollment periods for any of our Youth Service programs. If parents wish to rotate between monthly payments, a payment contract can be developed for the entire length of the school year on a case by case basis.

Payments

All families need to complete a Teen Center Payment Contract. It will be your responsibility to inform a staff member, prior to the 25th, if you wish to modify your schedule for the upcoming month.

Payment Due/Withdrawal Dates for 2019/2020

Includes number of program days each month

Aug 30 (Fri) for Sept (20 days)	Sep 30 (Fri) for Oct (23 days)
Oct 31 (Thur) for Nov (15 days)	Nov 29 (Fri) for Dec (15 days)
Dec 31 (Tues) for Jan (18 days)	Jan 31 (Fri) for Feb (17 days)
Feb 28 (Fri) for Mar (21 days)	Mar 31 (Tues) for Apr (16 days)
FINAL PAYMENT Apr 30 (Thur) for May/June (23 days)	

Returned Checks and Declined Card Payments

A \$20 fee for returned checks will be charged for any checks returned from the bank. Payments must be made by cash, money order, or cashier's check. Two returned checks will result in your family becoming a CASH/Debit payment customer only.

We do not track expirations dates and will charge a \$20 declined card fee for all failed transactions. We encourage parents keep up-to-date credit card information on file.

Refunds/Withdrawal

We do not offer refunds for missed program days. If you decide to withdraw your child, written notification must be given to the Teen Center Staff 30 days prior to the child's last day. Withdrawal with less than 30 days' notice will be charged a \$50 early withdrawal fee. The Annual Membership fee is non-refundable.

Late Pickup Fee Policy

Punctual pick-up of your child is necessary for the well-being of both child and staff. Closing time is 6pm. You will be charged \$1 per minute you are late to pick up your child, beginning at 6:01pm. The fee will automatically be charged to your account. If your child has not been picked up within a reasonable amount of time, regulations state we call the authorities.

Eligible Discounts

Full time program participants (meaning they come every day of program) will receive a 5% registration discount.

Transportation

Transportation via PHRPD bus is provided for Valley View Middle School and Pleasant Hill Middle School for a fee of \$4 per day/per member.

Pick up time and location is as follows:

VVMS: Pick up is promptly after the 2:15 dismissal bell, the bus will wait

approximately 10 minutes. The bus will be parked in the parking lot of the Pleasant Hill Community Center directly behind the VVMS school field.

PHMS: Pick up is promptly after the 2:35 dismissal bell, the bus will wait approximately 10 minutes. The bus will be parked across the street from the school, in front of the Pleasant Oaks Park playground.

Sign in/Out procedure

Every member is required to sign themselves in at the front desk immediately upon arrival. Once signed in you must remain at the center until you sign out. Members are also responsible to sign themselves out of the program before leaving. Unless otherwise noted on child's emergency forms, a parent or guardian must be present when leaving the center. Once you are signed out of the program you will not be granted access back into the Teen Center on the same day. Exceptions are made for appointments with prior notice from a parent.

Absences & Illnesses

Please notify the teen center staff if your student is going to be absent on a day they are registered. If your child becomes ill while at the program, we ask that they be picked up within 1 hour of notification.

Snack Shack

The Teen Center operates a snack shack. Money can be put "on account" under your students name and purchases can be deducted from this account so they do not need to carry money. Please call the front desk at (925)691-5645 when you wish to add money to your child's account.

Fee Recap

Annual Membership \$50/\$40 Dist. Res – This fee is nonrefundable
Registration.....\$10.50/day
Registration + Transportation.....\$14.50/day
One Day Per Week Only (SMS only /Space is limited\$14.50/day
Declined Card/Return check fee....\$20/failed payment attempt
Late Pick up Fee.....\$1/minute

For any questions regarding the above outlined policies, please contact Teen Center Coordinator Jenny Cooper at (925) 771-7631.



PLEASANT HILL TEEN CENTER AFTERSCHOOL PROGRAM POLICY HANDBOOK

2019-2020 Program

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