



# Policies

## SUMMER WORKSHOP POLICIES

- No refunds after May 1
- \$25 fee for all returned checks
- \$25 processing fee for all refunds

## ATTENDANCE POLICY (All Programs)

Students are expected to attend every rehearsal. Missing an unacceptable number of rehearsals for the competitive, elite show choirs (Chicagoland Ambassadors) may result in removal from the group or from a production at any time with no refunds of tuition or fees paid.

## SAFETY AND SUPERVISION (All Programs)

As certified educators with over twenty years of teaching experience, we pride ourselves in making your child's safety and supervision our number one priority. With that in mind, please note the following:

- Performers may arrive up to fifteen (15) minutes prior to the start of any class and will be supervised by a Rising Stars staff member. Arriving earlier than 15 minutes early is risking your child's safety as we are preparing to begin class and cannot necessarily be in the classroom or rehearsal space.
- Performers in 3rd grade and under will have a supervised pick-up procedure for any camp or class. While we understand that circumstances can prohibit a timely pick-up on occasion, arriving more than fifteen (15) minutes beyond the pick up time will require us to pay a staff member in overtime. We will pass on that fee to you at \$1 per additional minute.
- Performers in 4th grade and older will be dismissed on their own. Please instruct your child to see a Rising Stars staff member if they have any trouble locating their ride and we will gladly assist by calling the responsible adult on file. While we understand that circumstances can prohibit a timely pick-up on occasion, arriving more than fifteen (15) minutes beyond the pick up time will require us to pay a staff member in overtime. We will pass on that fee to you at \$1 per additional minute. (Junior High and High School students will not necessarily be supervised beyond the 15 minute time window after the end of class)
- If your child has any "special needs", including but not necessarily limited to food/latex allergies, illnesses, disabilities, or fears—or if they have any accommodation plans at school such as a 504 plan or an IEP, it is the responsibility of the parent to notify Rising Stars of such needs before camp begins. While we welcome *all* students and we believe there is a place for *any* child in our program, if your child requires one-to-one assistance in class, we will pass that expense on to you. You are welcome to provide your own **qualified** assistant but we must be informed of this provision at the time of registration. To ensure the safety of all children, we must be sure we are adequately staffed; if any child requires additional assistance beyond the typical and/or reasonable expectations of staff personnel, we will notify the parent to provide the child with a one-to-one adult assistant. We appreciate your understanding of this important and sensitive matter.