

## Upcounty Community Resources, Inc.

### UCR Policy Information

#### **Deciding what to sign up for**

In order to facilitate participant enjoyment, safety, and personal growth, we provide information on staffing ratios, skills required, and interests essential for most of our programs. Contact us for more information. If considering a program for the first time, you are strongly encouraged to make arrangements to visit a program one time before registering. ***UCR reserves the right to determine any individual's program participation.***

#### **Drop Off Policy**

Please accompany your member into the program site and make sure there is staff on site. Please be on time so that programs may start promptly.

#### **UCR Inclement Weather/Program Cancellation Policy**

If Montgomery County Public Schools are closed for the day or evening, there will be no UCR programs that evening. If a session is cancelled due to inclement weather or instructor/therapist illness, it is considered an "act of nature" and there will be no fee refunds.

#### **UCR "Prorating Fees" Policy**

There is no proration of fees for sessions you select to miss or miss due to occasional illness. In the event of prolonged absences, UCR will consider prorating on a case by case basis.

#### **Supervision**

UCR provides supervision, according to the level appropriate to each program, ONLY during the stated program times. We cannot be responsible for member's arrival and departure. Please be prompt to arrive and leave.

#### **Registration**

ALL program participants MUST complete the registration form prior to attending ANY ongoing program. UCR must have COMPLETE emergency contact information for each participant.

#### **Photographs**

I consent to UCR's use of my print or film image for publicity purposes. I understand my image will not be sold.

#### **UCR Late Pick-up Fee**

UCR will charge a late pick-up fee of \$10.00 for every 15 minutes, or part thereof, that a UCR member is picked up after the stated end of the program. The fee Must be mailed to the office before the member can continue to participate in UCR programs. Drivers picking up multiple members are responsible for ALL fees for each member.

#### **Information Change**

It is the responsibility of the members or their caregivers to promptly inform UCR of any changes in contact information. Information changes should be made by resubmitting a completed and updated registration form.