



The Hive Art Studio Ltd.
430 Hazeldean Road, Unit 6
Kanata, Ontario, K2L 1T9
Tel: (613) 518-7388
registration@clubrush.ca

The Hive Art Academy Program Handbook

Registration Forms:

Please ensure that you complete and submit the **The Hive Art Academy Program Handbook, Enrollment Form, Payment Form,** and any other applicable forms.

Studio Membership:

The term of The Hive Art Academy membership is for one year beginning on the date your membership is initiated. Your membership requires monthly tuition payments, in addition to any initial Membership Fee, any uniform fee, or other fees that may apply. Your membership will continue on an automatic recurring monthly basis unless otherwise cancelled by the student's parent/guardian. The Hive Art Studio Ltd. (*Club Rush Ltd.*) reserves the right to cancel any program due to insufficient enrollment. Upon cancellation, a full refund will be made, less the classes already completed.

Attire:

Members will be issued a special uniform at the time of registration. Current uniform standards are required to be worn during class by all members. Uniforms may not be altered in anyway.

Special Instructions:

Please ensure that any medical and/or behavioural concerns are disclosed prior to class/activity start to allow for adequate planning. The Registration Form includes a section where you may indicate special instructions for your child.

Class Conduct:

The Hive Art Studio Ltd. (*Club Rush Ltd.*) reserves the right to release, without refund of program fees, any child whose behaviour becomes unmanageable. This action will not be taken without previous verbal and written warnings. The Hive Art Studio Ltd. (*Club Rush Ltd.*) will not tolerate any form of harassment, abuse, neglect or bullying by anyone in its programs. No child will be allowed to intentionally physically harm or abuse any other person or person's property while attending any The Hive Art Studio Ltd. (*Club Rush Ltd.*) programs. The Hive Art Studio Ltd. is NOT responsible for damages or loss of any personal property while at a class.

Safety:

Please do not bring a child to class if he/she has shown any symptoms that could potentially be contagious to others such as but not limited to: fever, vomiting, diarrhea, rash, lice etc.

Attendance:

We expect students to be present no earlier than 10 minutes before their class begins, and to leave within 10 minutes of the class dismissal. "Sign-In/Sign-Out Policy"- A Parent/ Guardian, or other authorized adult must sign each child in/out of the activity/class. The only people that your child will be released to are those listed on your Hive Art Academy Enrollment Form. Please Note: all persons authorized to pick up children must be at least 16 years of age. Please give us prior written notice if someone other than the registered guardian listed on the Semester Program Enrollment Form needs to pick up. If there is an emergency and no one on your list can pick up your child, the parent/guardian must call us to allow another adult to pick up the child. If whomever is picking up the child is late, the child will automatically be enrolled in the Before and After Care Program and the applicable fees will apply.

Food and Snacks:

No food or drinks are allowed in the class room. We DO NOT serve any food, snacks, or beverages at any of our programs. Children may bring their own water bottle to the classes however. Food and beverage are available at *Café Square*.



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Before-and-After Child Care:

Club Square (*Club Rush Ltd.*) offers before-and-after care for children that are registered in one of our programs. The before-and-after program care service is offered exclusively to children between the ages of 4 and 12, on a half an hour basis. The first thirty minutes of care are complementary. Every half an hour afterwards has a cost of \$5.00 per half an hour. The before-and-after care offers supervised fun activities to keep the children entertained. This program offers food or beverages for a fee (Please refer to *Cafe Square* for pricing and ordering). Please complete the Before and After Care Form to enroll in the program.

Absences:

Please contact us at as soon as possible, and leave a message, to inform us if your child will be absent. Please be specific, stating your child's full name and the class they are registered in.

Make-Up Classes & Transfer Policy:

If your child misses a class, we can make arrangements for a make-up class during the following session. Refunds will not be issued for non-attendance of a registered for scheduled program. Make-up classes and transfers will ONLY be accommodated as long as the missed program is still being run and there is the availability.

Cancellation and Refund Policy:

If you should need to cancel your spot within 3 weeks or more before the starting date of your Semester Program. Cancellation of the program within 2 weeks of its start date is refunded at 50% of the cost. Once a program has started, there is No refund.

Once you complete your Cancellation Form, and it is received by The Hive Art Studio Ltd. (*Club Rush Ltd.*), your cancellation will be effective 30 days from the date received. This policy is enforced because we would have already committed teachers, supplies and resources to providing all our members with the best quality programs possible. If you are not able to attend, you would still have the opportunity to attend make-up classes (subject to availability). Our cancellation policy takes one month to finalize; during this time, there will be one more payment due on the regular date.

Please Note:

1. Even if you did wish to cancel your program, you will always remain a member.
2. There will be no refunds for no-shows, however make-up classes can be arranged even after cancellation is finalized.
3. Refunds will only be given for classes/ workshops that have not yet occurred.
4. Extenuating circumstances will be considered on a case by case basis.

Extenuating Circumstances:

Extenuating circumstances will be considered on a case by case basis. Snow days – we will notify you ASAP when there is a snow day. We will either re-schedule the snow day to the end of the session or give you a coupon for a credit toward the next session or class.

Change of Contact Information:

It is your responsibility to notify *Club Rush Ltd.* of any change in your contact information, including address, contact phone numbers, and email address. All written notifications or requests should be made directly to *Club Rush Ltd.*

General Terms:

The Hive Art Studio Ltd. (*Club Rush Ltd.*) reserves the right to modify or amend these policies as it may deem necessary. These policies, including, without limitation, all prices and fees stated herein, are subject to change.

Parent/Guardian Name (Printed)

Parent/Guardian Signature

Date