

PARENT RESPONSIBILITIES

Parental Involvement

Communication between parents and staff is a vital component of a successful program. To keep parents updated and informed, we have established a parent communication center at both program locations. We suggest checking this area daily for important information on upcoming field trips, reminders, schedule changes, etc. A weekly newsletter will be available every Friday afternoon with an overview of the upcoming week. Parents are encouraged to join the Summer Rec Program on Remind to receive notifications from our program throughout the week! Link to join: <https://www.remind.com/join/gb8g6g>



Parental Conduct

It is expected that all parents, guardians and program staff be respectful, courteous and professional toward one another.

In effort to maintain a safe and positive environment for all members of our program, parents are asked to contact the office to address concerns. A meeting may be scheduled with the Program Director to discuss matters in an appropriate setting. Pick-up and drop-off times are not always the best or appropriate time to discuss and resolve certain matters.

Payment

Families are required to pay the flat rate for all registered weeks regardless of the child's attendance. Accounts will NOT be credited for absences during a week he/she is registered.

With Auto-Pay, your credit/debit card will be billed every Sunday starting the first week your child attends camp until your balance is paid off. For accounts that are not set up with Auto-Pay, payments are due on the Friday prior to each week your child is registered. Pay online with a debit/credit card through your hermonrec.com account. Cash, checks and debit/credit card payments can be accepted at the program or at the Hermon Town Office.

If payment is not received by the due date, a \$10 late fee will apply. Attendance will not be accepted without payment. Repeated late payments or failure to pay will result in suspension or removal from the program.

Cancellations & Refunds

If your child is registered and will not attend the entire week, a cancellation must be made 2 weeks prior to the start of the week being cancelled. Cancellations must be done online through your www.hermonrec.com account. Verbal cancellations will not be accepted. Refunds that are issued will be minus the \$25 Non-Refundable Deposit. If registered with AutoPay, your credit/debit card will be charged a \$25 cancellation fee for each week cancelled. Refunds will only be given to families that adhere to our cancellation policy and do not have past due balances.