

If you are dissatisfied with a program after the first session/class, you must submit a written explanation to Brattleboro Recreation & Parks Dept before the second session/class to be eligible to receive a refund. A written explanation must be sent to [recreation@brattleboro.gov](mailto:recreation@brattleboro.gov). In the event of an extended illness or injury, we must be notified immediately, and we will issue a pro-rated refund. A medical and/or doctor explanation will be required.

An effort will be made to schedule a make-up date if a class/program/ game is canceled due to any causes beyond our control. If this is not possible, no partial refund will be provided. Refunds will be applied as a Household credit unless otherwise requested. Processed refund requests will be charged a \$25.00 cancellation fee. All refunds can take up to 3 weeks.

### **Participant Code of Conduct**

In order to maintain a safe and peaceful camp environment we require parents and participants to read and understand the importance of abiding by the following code of conduct.

I will follow the program/camp schedule. I will bring only the listed items to the program/camp (no weapons, electronic items etc.) I will respect counselors, directors, and other campers by not using foul language, name-calling, or fighting. I will follow all safety rules set forth by the volunteers or staff.

### **Brattleboro Recreation & Parks Camp and Program Disciplinary Policy**

Programs/camps are meant to be a fun, educational, and recreational activity. For the benefit of all participants, it is important that participants act appropriately while participating in programs/camps. If it becomes necessary to take disciplinary action against a participant/camper the steps that will be followed are outlined below:

**1st Incident:** The participant will receive a verbal warning and an explanation as to why the behavior is inappropriate (whenever possible, this will be done in a one-on-one setting removed from other participants).

**2nd Incident:** Staff will determine an appropriate consequence for the participant's actions (examples may include a "time out" or exclusion from participation in an activity). The participant's parents/guardians will be notified of their child's behavior when they arrive for pick-up.

**3rd Incident:** Parents will be called to pick their child up and the child will be removed from the program/camp for the day.

**4th Incident:** The child will be removed from the program/camp for the remainder of the season/program without a tuition refund for the remainder of that week. Please note if you enrolled in the following weeks of the program/camp, you will receive a refund excluding the cancellation fee.

#### **IMPORTANT:**

Examples of a situation that may qualify as an incident can be: not listening to staff or disruption of activities for other participants, disrespecting camp/program/park equipment, use of profanity or degrading language, bullying or exclusionary language, unwanted physical touch of another participant or staff.

Please note that the following behaviors may result in immediate removal from the program/camp: Issues or behaviors resulting in safety concerns for the participant or others.

- A. One example is a participant/camper that runs away from staff.
- B. Another example is harming or threatening to harm themselves or others.
- C. A third example is a child using lude behavior of a racial or sexual nature.