

**Scribble | Terms & Conditions**  
**Updated November 2024**

**Semester Class Registration Policy**

By enrolling in scribble's program, you are committing to your child's participation for the full semester (or what's remaining of the session if already in progress), and your credit card will be charged in full. The price of the class will be automatically pro-rated if you register after the session has commenced.

Children enrolled in the wee scribblers classes (ages 1.5–3 years old) and mini scribblers (with caregivers, ages 3 - 5 years old) must be accompanied by only one parent, guardian or caregiver during each class. If you would like to bring a second parent, guardian or caregiver to class, you must obtain approval by scribble prior to that particular class.

**Semester Class Cancellation & Early Termination Policy**

If you must terminate your child's class participation at any time during the class session, you may receive a credit for remaining scheduled classes or transfer your child to another class if space permits. Cash refunds will not be issued for a client's early termination of a class.

If scribble must cancel a class due to weather, illness or other circumstances, you will receive a full refund or if preferred, a credit to use towards any future program at scribble.

**Semester Class Make Up Policy**

Classes are not held during all public school holidays. These closures are factored into the semester's overall fee and there are no make-up classes for days that classes are not in session.

If you miss a class or cannot attend a scheduled class within the semester, you may attend another class during the week with the same curriculum (if applicable), capacity permitting, or makeup during an open studio time within two weeks. You must notify scribble at least 24 hours prior to the missed class to be eligible for a make-up class. Up to two make-up classes per student may be scheduled per semester and must occur during the current semester that you are registered for. Scribble does not issue credits or refunds for missed classes. Reach out to [info@scribblersoc.com](mailto:info@scribblersoc.com) to make these modifications.

**Class Transfers**

You may request your child to be transferred to another class during scribble's class session if capacity permits.

### **Program Registrations**

You may register for a class, workshop or program in person, online, or by calling. We highly recommend online registrations. Please book at least two hours before a class or workshop.

### **Workshop Cancellations**

You must cancel at least 24 hours prior to a workshop. If you are unable to attend a scheduled workshop that you're registered for, you may request a full credit for use towards a future program. Scribble does not issue credits or refunds for missed workshops.

If scribble must cancel a workshop due to weather, illness, low enrollment or other circumstances, you will be notified and you will receive a full refund or if preferred, a credit to use towards any future program at scribble.

### **All Program Policy**

We ask that all caregivers or parents are physically present to check-in and check-out their participant(s) at drop-off and pick-up. Please arrive as close to your scheduled start time as possible. There are no early drop-offs for any programs as our instructors use that time for material and class setup.

### **Late Pick Up Policy**

All children must be picked up at the end of their designated program. If an emergency should occur and a parent or caregiver is unable to arrive at the pick up time of their designated child, it is important that scribble be contacted and information given about the whereabouts of the parent or caregiver and their expected time of arrival.

If scribble is not contacted within 10 minutes of the end of a program, a scribble staff member will call the parent or caregiver. If they are unable to reach anyone, the scribble staff member will contact the next names provided as emergency contacts.

A late pick up fee will be charged via Sawyer for each late pick up (more than 15 minutes after class ends). Frequent late pick ups may result in a child's termination from scribble's programming.

### **Health & Safety Policy**

All students, families and visitors must comply with all mandatory standards. To keep scribble a healthy and welcoming space for everyone, we kindly ask that if your child has had any illness or symptoms for the past 24 hours, that you keep your child home. If your child is too sick to attend school, they should also stay home from art class that day. For the well-being of all participants, scribble reserves the right to deny admission or ask a child to return home if we believe they are ill or may pose a health risk to others.

Should your child need to miss a class due to illness, please reach out to us to discuss options for a make-up session.

### **Food Policy**

Some programs at scribble require children to bring water and/or food. All food must be nut free and not require refrigeration.

### **Allergies**

Parents are required to alert scribble's staff members of any medical issue, dietary issue, allergy or illness that could impact the safety and wellbeing of your child and their peers in the program. If your child requires an EpiPen, other medical device or medication, you must leave it (labeled with your child's name) with the staff with explicit, written instructions.

### **Nuts**

Peanut and tree nut allergies are among the most dangerous because reactions tend to be particularly severe. Peanut and tree nut exposures account for the largest number of allergy-related deaths and the greatest incidence of anaphylaxis. For some individuals, even trace amounts of peanuts or tree nuts can cause a severe reaction. Therefore, a higher degree of caution is required in avoiding accidental exposure to peanuts and tree nuts.

Scribble strives for a nut-free space. We request that you avoid bringing products containing nuts, including peanuts and tree nuts, to our premises when possible. This is to accommodate individuals with severe allergies and promote a safe environment for all.

### **Medical Consent**

Parents or guardians will be contacted if a child requires medical attention during class time. If the parent or guardian cannot be reached, an administrator of scribble will arrange for treatment as necessary.

### **Toileting Policy**

All enrolled participating students under 3 years of age must be accompanied by a parent, guardian or caregiver in the bathroom. Scribble staff are not permitted to assist students in toileting needs unless previous approval is given by parents at time of registration.

All enrolled students ages 3+ participating in a drop-off program must be fully toilet trained and able to control bladder and bowel movements. This means full independence for toileting including personal hygiene and self-managing undressing/dressing if needed. Scribble staff are not permitted to assist students in toileting needs in any way. If there is a student with healthcare needs and will require assistance in the bathroom, a primary caregiver/guardian must be available for one-to-one aide.

### **Lost and Found**

Scribble recommends that all personal items are labeled with your child's name. Scribble is not responsible for any lost, stolen or misplaced items. All lost items with a label will be placed in a designated lost and found bin at scribble.

### **Private Event / Birthday Party Policies**

Private events and birthday parties are non-refundable. In the event that you need to cancel your party or private event, you may reschedule for a different date, pending availability.

Event hosts are permitted a 30-minute window before and after the scheduled event time for setup and cleanup. Any time spent in the studio beyond the designated event end time will incur additional charges at a rate of \$50 per 30-minute increment. This policy applies to both the host and their guests, and is in place to ensure availability of the space for subsequent bookings.

### **Other Policies**

Scribble reserves the right to ask your child to leave the session if it is determined that they are in any way disruptive or unsafe to the program. Any decision made by scribble in this regard will be in scribble's sole discretion. All scribblers are held accountable to follow the studio rules. If a child is unable to follow the rules and remain unsafe in the space, they may be asked to leave the program. If your child needs special accommodations in order to be successful, you are welcome to share these needs with the scribble team if you are comfortable. If we find out that your child does not meet the age requirements for the session, your child may be asked to leave and no refund will be made. Similarly, if your child is asked to leave the session for any reason, no refund will be made.