



By registering your child in any Explore It! program, you are agreeing to the following Policies, Terms and Conditions:

Email:

Explore It! Inc. is committed to ensuring that it complies with all privacy and anti-spam legislation. It is Explore It! policy to communicate primarily through e-mail.

Explore It! does not distribute e-mail addresses to third parties unless required to do so to provide its services or to comply with the law. From time to time, Explore It! sends e-mails regarding additional or new programs, services, or events offered by Explore It! It is Explore It! policy to only send e-mails of interest and value to the parents of children in our programs, and only when necessary to do so. Explore It! does not send e-mails promoting the services or goods of third parties. If you do not wish to continue to receive e-mails about additional or new Explore It! programs, services, or events, you can unsubscribe from our commercial mailing list by replying to any one of our emails with the word "unsubscribe".

Please note that for the safety of your children enrolled in Explore It! programs you cannot unsubscribe from operational e-mails regarding your children or their programs. If you have any questions about our privacy or anti-spam policies, please contact us via e-mail at register@exploreitall.ca or call us at 416-417-0477. You may also contact us by mail at: Explore It! Inc. 109 Sussex Ave. Toronto ON M5S1K4

Program Payments:

Payment in full is due no later than the first class of any program. Late payments may be subject to a late charge of \$10.00 per week. A service charge of \$10.00 will be charged for a cheque returned NSF or for any reason.

Refunds and Credits:

BEFORE THE START OF A PROGRAM, BUT NOT AFTER THE FIRST CLASS; With written notice by email to register@exploreitall.ca at least one day before the program start date your program fee will be refunded (minus a small registration fee) OR a credit will be issued for use in a future program with a 1-year expiry. No processing fee for transfer into another program in the same term if a space is available. Transfers are at the discretion of Explore It! Directors.

AFTER THE FIRST CLASS (AND BEFORE THE SECOND CLASS) IN THE PROGRAM;
With written notice by email to register@exploreitall.ca, an 80% credit for use in a future Explore It! program with a 1 year expiry will be issued. If a written request to register@exploreitall.ca is received before the day of the second class, at the discretion of an Explore It! Director, a partial refund may be offered. No processing fee for transfer into another program in the same term if a space is available. Transfers and refunds are at the discretion of Explore It! Directors.

AFTER THE SECOND CLASS (AND BEFORE THE THIRD CLASS) IN THE PROGRAM;
With written notice by email to register@exploreitall.ca, a 60% credit for use in a future program with a 1-year expiry. In special circumstances, as detailed in a written request to register@exploreitall.ca before the day of the third class, at the discretion of an Explore It! Director, a partial refund may be offered. No processing fee for transfer into another program in the same term if a space is available. Transfers are at the discretion of Explore It! Directors.

AFTER THE THIRD CLASS IN A PROGRAM

Explore It! Inc. is unable to offer a credit or refund of program fees. In special circumstances, at the discretion of an Explore It! Director, a transfer to another program may be available.

Receipts:

Explore It! Inc. automatically sends an email with program information upon your online registration. These emails serve as a parent's receipt. This email along with your credit card statement, deposited cheque or e-transfer serves as proof of payment. No other receipts are issued.

Allergies/ Special Needs:

At the time of registration, parents will be asked to note if their child has any allergies or special needs, including whether children are at risk of anaphylaxis and asthma. It is the responsibility of the parent to inform Explore It! Inc. in writing of their child's allergies or special needs in advance of attending our programs. Due to the possibility of severe (fatal) allergic reactions to peanuts and other nut products, we will not provide any food known to contain nut products. All efforts will be made to maintain a nut free environment, however, we cannot guarantee freedom from secondary contamination.

Explore It! reserves the right to determine if a child's allergies or special needs prohibits them from joining a program due to the risk they would incur. Children with allergies to items other than nuts may not be allowed in culinary (cooking) programs.

Attendance and Pick ups:

It is the responsibility of the parents to notify Explore It! in advance of any class that their child is registered for but will not attend. It is essential that parents keep their contact numbers updated so that we may contact you if necessary. Parents must also inform Explore It! Inc. in writing, of individuals who are authorized to pick up their child. During the registration process, there is an opportunity to provide this information. Parents are required to email Explore It! Inc. at register@exploreitall.ca should the information change or need to be amended during the course of a program term.

Late Pick Ups:

Parents are responsible to ensure their child is picked up by an authorized individual promptly at the end of any Explore It! class. Late fees may be charged and are calculated at a rate of \$1.00 per minute. In the event that late pick-ups occur more than once, Explore It! reserves the right to withdraw the child in question from said program with out compensation.

Note: If, after 30 minutes from the end of our class, the parent (or authorized adult) has not been in contact with us or we cannot reach the parent (or authorized adult), both the police and Children's Aid Society may be contacted.

Suspended Children:

Children who have been suspended from school for any reason may not attend Explore It! programs for the duration of the suspension.

Discipline and Behaviour Management Policy:

1. Children will be encouraged to use verbal statements when disapproving of another child's actions. Staff will act as positive role models by using positive and appropriate language at all times.
2. Children will not be spoken to in a harsh manner and will always know that it is their behaviour is what is being addressed, not the child him/her self.
3. Children will be encouraged to solve disputes between themselves and another child verbally, and if this fails to acquire the desired results, to approach our staff to act as a mediator.
4. Children will have realistic limits placed on them in regards to safety, health and environment. These limits will vary according to the age of the child. Where these limits are exceeded, our staff will react appropriately. A child may be removed from an activity if their behaviour is an issue. If a child is removed from an activity to a "time out", that time shall be appropriate for the child's age.
5. Children will not be physically restrained in any way that would constitute harsh or abusive treatment. No form of corporal punishment will be allowed at any time.

6. Explore It! Inc. will contact parents regarding serious discipline or behavioral issues
7. Explore It! Inc. reserves the right to have a child removed from a program, without compensation for remaining classes, for serious discipline or behavioral issues

Explore It! Inc. provides programs to a variety of children and children have varying needs, characters and personalities. As a result, incidences of inappropriate behaviour may occur in a program. It should be recognized that in extreme situations (wherein a child is endangering his/herself or others) staff might find themselves having to respond to a crisis situation using physical guidance as a method to defuse and/or de-escalate a volatile situation. Physical restraint is used in situations where a child is in imminent danger of compromising their own safety or the safety of the other children and/or staff in our program. Guidance and restraint will only be used to guarantee the safety of all involved and in a manner not intended to harm the child in question.