



By registering your child in any Explore It! virtual/online program, camp, session or lesson, you are agreeing to the following Policies, Terms and Conditions:

Care, Supervision and Safety:

Note that online programming cannot serve as, and does not replace in-home child-care and/or safety supervision. It is assumed and understood that a parent or guardian responsible for any child registered in Explore It! online programs, camps, sessions or lessons will be present in the home at the time of the online meetings. Should an emergency occur, Explore It! Inc. will make every effort to contact the parent/guardian listed on the registration form - expecting them to be nearby, in the home and able to assist.

Virtual Programs:

Explore It! Inc. is committed to maintaining a safe and positive learning environment for all participants.

Supervised Account Creation:

Personal Zoom accounts, which are required to participate in virtual camps, programs and sessions, must be created and administered by a parent or guardian. Students under the age 18 may not create a Zoom account, based on the terms of service laid out on zoom.us.

Best Practices for Using Zoom in Your Home

- Set up your lessons in a supervised area, as opposed to a closed room. This allows parents to easily monitor their children's experience.
- Clear the immediate area around your device to allow for a neutral background.
- Show your child how to turn off their microphone and video, should they wish to do so at any time.
- Make other family members aware that your child will be participating in a virtual meeting, so they may avoid appearing in the background, if desired.
- Talk to your children about appropriate conduct in a virtual setting. Explore It! Inc. has a zero tolerance policy for inappropriate language and behaviour, included but not limited to swearing, discriminatory language, adult or discriminatory images, or any other conduct deemed inappropriate for participants under the age of 18. Any such conduct will result in the student's removal from the virtual camp, program, lesson or session.

Explore It! Inc. Zoom Practices:

All our virtual programs, camps, sessions and lessons will be held over Zoom. Each meeting has a unique link and password to keep meetings private. We have enacted a number of extra security features to maintain your privacy such as:

- Disabling the chat function that allows users to chat with each other privately; students may only chat with the meeting host (either an instructor or Explore It! Inc. administrator).
- Disabling the option for meeting participants to change their display name.
- Creating a waiting room so that only approved participants may enter the meeting.
- Disabling the option for meeting participants to record their own copy of the lesson.
- Enabling the option for the meeting host to “lock” the meeting room, which does not allow any new participants to join the meeting once it has started.
- Enabling the option for the meeting host to expel a participant from the meeting if necessary.
- Enabling the meeting host to mute participants or turn off participants’ videos.
- Disabling the option for meeting participants to share their screen or computer sound during the lesson.
- Recording lessons for safety and quality control.

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 email. Explore It! does not distribute email 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 emails regarding additional or new programs, services, or events offered by Explore It! It is Explore It! policy to only send emails of interest and value to the parents of children in our programs, and only when necessary to do so. Explore It! does not send emails promoting the services or goods of third parties. If you do not wish to continue to receive emails 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 emails regarding your children or their programs. If you have any questions about our privacy or anti-spam policies, please contact us via email at register@exploreitall.ca or call us at 416-417-0477.

Payments:

Payment in full is due at the time of registration for any program, camp, session or lesson. A registration may not be held without payment.

Refunds and Credits:

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

AFTER THE START OF A PROGRAM, CAMP, SESSION OR LESSON; Explore It! Inc. is unable to offer a credit or refund of fees. In special circumstances, at the discretion of an Explore It! Director, a transfer to another program, camp, lesson or session may be available.

Receipts:

Explore It! Inc. automatically sends an email receipt upon the completion of your online registration. These emails serve as a parent's receipt. This email along with your credit card statement serves as proof of payment. No other receipts are issued.

Attendance and Participation:

Attendance and participation in Explore It! online programs, camps, sessions or lessons is the responsibility of the registrant. It is recommended that participants test all equipment prior to the start of any program, camp, session or lesson to ensure easy participation. The first 5 minutes of every online meeting will be designated as the "Check In" time - all participants should be present by the end of this window. No time will be made-up if a student arrives late for a program, camp, session or lesson. Should you encounter problems trying to enter an online meeting, please email us right away at info@exploreitall.ca.

Photos and Recording:

Explore It! Inc. reserves the right to use still images/video material of the participants for promotional purposes such as website, brochures, displays and in house archives (staff, students, parents). All personal information collected will be used for Explore It! Inc. purposes only. It should be assumed that all online programs, camps, sessions or lessons will be recorded by Explore It! Inc. and stored securely on site at the Explore It! Inc. offices until the completion of the season or term.

Special Needs:

At the time of registration, parents will be asked to note if their child has any special needs that may impact their participation, 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 special needs in advance of participating in our programs, camps, sessions or lessons. Explore It! reserves the right to determine if a child's special needs prohibits them from joining a program due to the risk they would incur.

Discipline and Behaviour Management Policy:

1. Participants will be encouraged to use verbal statements when disapproving of another's actions. Staff will act as positive role models by using positive and appropriate language at all times.
2. Participants will not be spoken to in a harsh manner and will always know that it is their behaviour is what is being addressed, not them selves.
3. Participants will be encouraged to solve disputes between themselves and another verbally, and if this fails to acquire the desired results, to approach our staff to act as a mediator.
4. Participants will have realistic limits placed on them in regards to safety, health and environment. These limits will vary according to the age of the participant. Where these limits are exceeded, our staff will react appropriately. A participant may be removed from an activity if their behaviour is an issue.
5. Explore It! Inc. will contact parents regarding serious discipline or behavioral issues
6. Explore It! Inc. reserves the right to have a participant removed from a program, camp, session or lesson, with out compensation for remaining classes, for serious discipline or behavioral issues

Liability - Release - Waiver:

Students, parents and guardians agree to release, indemnify and hold harmless Explore It! Inc. and the employees and contractors, from and against all claims of injury, damage or loss of any kind whatsoever arising out of the participation in any activities associated with Explore It! Inc.