

# COPPERMINE POLICIES & GUIDELINES

We encourage all parents and guardians to read our class and program policies and information before registering or attending any program. All staff, administrators, and instructors follow these policies and procedures and are unable to make exceptions. For additional information please call 410-337-7781 or email [info@gocoppermine.com](mailto:info@gocoppermine.com). These policies and guidelines are applicable for all Coppermine locations.

## CLASS OR PROGRAM REGISTRATION GUIDELINES

All participants must have a signed, current Release & Indemnification & Acknowledgement of Risk Agreement and a COVID-19 waiver on file before participating in any class, program or clinic.

Participants can join an open class or program at any time based on program and class openings, availability and at the teacher's discretion but may not move from class to class within a session. The remaining classes will be prorated on your bill at the time of registering. We are not able to accommodate or prorate any special request sign ups, regardless of conflicting personal schedules, planned or unplanned vacations, sports schedules, holidays, or for any other reason. A customer only pays for classes from the date of signing up forward. If a class is open, customers can enroll at any time in a session.

Early registration discounts, multi-class and sibling discounts only apply when registering for full class or program sessions. These discounts do not apply once a session has started. Discounts of any kind may not be extended for any reason. Discounts are only available during the allotted times.

Coppermine is unable to hold a space in a class or program for any reason. No spaces are guaranteed without full payment. All class, camp and program registration are on a first come first serve basis. Class sizes, programs and offerings have been limited with the current health guidelines in place. We ask that all students and participants follow the age requirements for all classes. No exceptions unless instructor approved.

## PROGRAM & CLASS GUIDELINES

Due to the current health guidelines in place, programs for children 6+ are drop-off preferred once a child is comfortable. Parents and guardians are asked to drop-off and return for their designated class start and end times.

It is up to the individual parent or guardian should they prefer their child wear a face covering when appropriate, based on age, activity, current guidelines and facility (indoor or outdoor | Baltimore County or City) location. We also currently leave this up to all coaches, staff and visitors based on the county and city guidelines and will update mask policies as they are updated locally and at the state level.

If your child is injured or sick, they are unable to attend class. (please see Coppermine COVID-19 health guidelines) Children that are visibly sick, runny nose, coughing, etc. will be dismissed from class and asked to return when feeling better. There are no refunds for children sent home due to colds or illness. **No sick staff, coaches, visitors or children may attend.**

Participants must dress appropriately and properly for all classes and programs. All jewelry (except small posts and medical bracelets) must be removed before starting a class. Please limit bringing personal belongings into the facilities. Please have students use the restrooms before attending class. We encourage hand washing before and after classes.

Parents of children 6+ years old are asked not to wait in the buildings, lobbies or teaching areas for significant amounts of time (except for Parent & Child classes) once a child is comfortable attending. Please see individual class emails for detailed information. (we will work with all families to make this process as seamless as possible) **We strongly encourage student drop offs for classes and programs when possible.**

Instructors and coaches will release participants to their parents at the end of class. Coppermine staff will assist in drop-off and pick up procedures. If a parent is running late for pick up, your child will be waiting in the lobby area with our front desk staff. (detailed class information will be emailed to all registered participants prior to the first class)

Please no food or drink in any of the teaching areas. Labeled water bottles only for participants.

Coppermine does its best to keep coaches and instructors consistent throughout each session. Should an instructor be absent, there are no refunds or credits given and a substitute instructor will teach the class. Instructors are subject to change without notice, but Coppermine tries to avoid this at all cost. Class sizes have been limited and activities have been structured to maintain healthy and safe practices for all staff and participants.

There are currently no make up classes as we are doing our best to limit mixing children each week.

Any child that has an aide during the day at school is asked to share that information when registering for a class or program to ensure that your child's experience is as positive and safe as it can be. We ask that parents share any information that would be helpful for our staff to know while working with participants to make for the best experience possible.

## **PROGRAM & CLASS CANCELLATION GUIDELINES**

Coppermine reserves the right to cancel any class, clinic or program due to insufficient registration to ensure that we are providing the best experience possible for our customers. If the consolidation of classes or programs or the new class time and day does not work for the customer, Coppermine will provide either an in-house credit or refund from the week of change onward. Classes and programs can be changed at any time, but Coppermine will do its best to provide as much notice as possible.

To maintain the safety and comfort of all customers and participants, we reserve the right to remove anyone from our programs and classes who has acted inappropriately, has not complied with the Coppermine Rules and Regulations or has ignored requests or directions of the instructors or management of Coppermine Fieldhouse. Carrying firearms, illegal weapons, alcohol or drugs is prohibited and will result in immediate dismissal. The health and safety of the Coppermine community is of utmost importance.

## **PROGRAM & CLASS REFUND & CREDIT GUIDELINES**

There are no refunds or credits for any missed classes. Session lengths are subject to change. We are unable to offer make-up classes at this time as children are not able to mix with other groups under the current health restrictions. Participants are unable to move from one class to another once a program has started.

No refunds or credits will be made for any incidental absences including but not limited to, family vacations, holidays, or change in participants' schedule.

Refunds or credits are not offered if classes or programs are closed due to power outages or for any reason that is beyond Coppermine's control and would prohibit Coppermine from operating safely.

**Should Coppermine have to close due to COVID-19 or state shutdowns we will provide in-house credits only for any unused classes from that point forward for the session.**

Coppermine has a no refund policy once a class or program registration has been processed and the child has taken the first class. In the occurrence of an injury endured onsite during Coppermine Fieldhouse programming, a credit will be granted for the unused classes from that day forward for that class and session. An incident form must be completed by a supervisor onsite and before leaving the facility. Coppermine will always do our best to find the right class or program for our customers.

## **CLASS OR PROGRAM ANNUAL REGISTRATION FEE**

All Coppermine programs require an annual registration fee. Individual: \$20 per person annually (non-refundable or transferable) Family: \$40 per family annually; household 2 adults and up to 5 children. (non-refundable or transferable) The registration fee includes access to classes, clinics, leagues and other programs offered at Coppermine prior to the public being able to register. Early registration and discounts for select programs and offerings throughout the year. Select individual and family events and outings for current and registered customers at participating locations.

## **SNOW DAY & NATURAL DISASTER GUIDELINES**

Coppermine reserves the right to cancel scheduled classes or programming at any time in cases of inclement weather, natural disaster or other 'Acts of God' which may prohibit Coppermine and staff to operate in safe conditions. Coppermine will make every effort to try

and reschedule any missed classes or programs, however there are **absolutely no refunds or credits** or guaranteed make up classes for programming or classes missed due to Coppermine closing.

Due to the current health restrictions and guidelines in place we are unable to offer make-up classes or programs. We are unable to mix different children or participants together so there are no make-ups for any classes or programs at this time.

**Should Coppermine have to close due to COVID-19 or state shutdowns we will provide in-house credits only for any unused classes from that point forward for the session.**

All weather-related delays or cancellations are posted to our Coppermine Facebook page, our scrolling banner on our website at [www.copperminefieldhouse.com](http://www.copperminefieldhouse.com) and individual emails are sent to registered customers.

If Falls Road is ever "closed" for weather related issues, road improvement, etc. access is usually granted for the Coppermine facility and customers. Even though road closed signs may be present, Coppermine is typically still open and County workers will allow access from either Lake Avenue or Old Court Road. Please call to confirm that the facility is open 410-337-7781 during these unique road "closures" or changes.

Coppermine does its best to run all outdoor classes and programs as scheduled. Please confirm that your class is either indoors or outdoors when registering. Children are asked to dress in layers during colder temperatures for outdoor classes. If the weather looks questionable please check our Facebook page, the scrolling banner on our website or call for confirmation of outdoor classes running at 410-337-7781 and for all weather-related updates and changes. There are no refunds or credits if a customer chooses not to attend class due to weather that Coppermine is still holding.

## LOST & FOUND POLICY

Coppermine is not responsible for any theft or lost items or items left unattended. Please do not leave valuables or bags in your car for any reason. All lost and found items will be put in our Lost & Found area. Items are not held for longer than ten days.

## PROGRAM BEHAVIORAL GUIDELINES

Coppermine reserves the right to dismiss any parent, guest or participant, without reimbursement of payment, that is unable to adhere to any announced safety or health rules or is disruptive in any other way. Participants are asked to keep their hands and bodies to themselves. Unwelcome teasing, unkind words, horseplay, pushing, kicking, hitting, fighting, bullying or harassment may be grounds for removal.

First Offense – participant will be removed from the current activity and phone call home to parents.

Second Offense – participant will be sent home for the day (no refunds).

Third Offense – participant will not be allowed to return to the registered program (no refunds provided).

Coppermine is committed to making our environment safe, healthy and fun for everyone.

## SUMMER CAMP POLICIES & GUIDELINES

Within 48 hours after registering, customers will receive an itemized statement via email that will include a link to our Parent Portal.

The Parent Portal includes additional camp information and all required state forms for summer camp. All forms must be returned by May 1st or within one week of registering if after May 1st. All forms must be completed and returned prior to your child's first day of camp and as soon as possible.

All summer camp registrations require a non-refundable \$100 per week per camper deposit which is then applied towards your camp tuition.

Coppermine reserves the right to request additional camper information or may request a parent meeting after all health forms have been submitted. If Coppermine determines that it cannot reasonably meet the needs of an individual camper, Coppermine reserves the right to accept or deny admission. If admission is denied, all deposits and monies paid will be refunded.

Coppermine reserves the right to change or cancel any camp program if conditions warrant. Notification will be provided as early as possible should this be necessary.

Please review all individual camps and summer programs to determine and confirm camp location and extended care options. Please note that different locations offer different early and late care options.

Coppermine will do our best to accommodate friend requests for camp groups within the same age range. Please note these requests on your camper registration information. All camp changes or requests must be in writing and emailed to [camp@gocoppermine.com](mailto:camp@gocoppermine.com).

Lunch is not provided. We prefer insulated lunches labeled with campers' names. We supply water throughout the day. Please provide a water bottle labeled with the camper's name on it. We are not a peanut-free facility.

## SUMMER CAMP REGISTRATION POLICY

Parents can register online at [www.copperminefieldhouse.com](http://www.copperminefieldhouse.com) or can call our front desk at 410-337-7781 or request a printed registration form or can download one from our website above. We accept checks, cash, or credit cards for camp payment.

All camp balances are due in full by May 1st. The credit card on file will be charged for any unpaid balances on May 1st. Credit cards are required with all applications and are kept on file to guarantee payments. All campers who register after May 1st must pay in full for camp at the time of registration. It is the customer's responsibility to contact us for all camp related questions, changes, payment concerns, inquiries at [camp@gocoppermine.com](mailto:camp@gocoppermine.com). Due to the nature of our summer programming, we no longer offer partial weeks or sessions.

The camp reserves the right to cancel your enrollment in its entirety if payment is not received per agreement and all deposits will be forfeited.

All camp program changes or requests must be in writing and emailed to [camp@gocoppermine.com](mailto:camp@gocoppermine.com). There is a \$35 returned check fee. We encourage all parents and guardians to read our camp policies, Code of Conduct and camp information before registering campers.

The deadline for online camp registration is seven days prior to the camp week with which you are registering. Otherwise you must call in to check camp availability.

## SUMMER CAMP CANCELLATION & REFUND GUIDELINES

All camp registrations canceled prior to May 1st will be refunded in full minus a ten percent processing fee.

For camp registrations canceled during the month of May families will receive a refund minus the \$100 non-refundable deposit per child per week in addition to the ten percent processing fee.

No refunds will be granted after May 31st for camp withdrawals. Refunds will not be offered if summer camp is closed due to weather conditions, power outages, flooding, or for any reason that would prohibit camp from operating safely.

No refunds or adjustments will be made for any incidental absences including, but not limited to, family vacations, sports schedules, or change in participants' schedule. Should a summer camp program be cancelled due to low enrollment numbers, other camp program options will be offered, or refunds will be processed.

All summer camp changes or requests are to be emailed and in writing to [camp@gocoppermine.com](mailto:camp@gocoppermine.com). For participants that want to add camp weeks, we cannot guarantee availability. Waiting lists will be added when specific age groups within specific weeks are filled. All campers are enrolled on a first come first served basis.

## HEALTH GUIDELINES

As additional information becomes available through governmental agencies, medical authorities and professional industry associations, those recommendations and suggested practices will be updated on our Coppermine website, social media platforms and through our registration portal for registered participants. Our goal is to provide a safe and positive experience for your children while they are in our care. Communication is extremely important, and we ask that all families reach out at any time for us to help answer questions or provide assistance. We are working with all families and will do our best to provide a safe and healthy environment for the Coppermine community.

[info@gocoppermine.com](mailto:info@gocoppermine.com)