



MORALE, WELFARE AND RECREATION DEPARTMENT
FLEET ACTIVITIES, YOKOSUKA
PSC 473 BOX 60
FPO, AP 96349-0060

MWR COMMUNITY CENTER LEISURE CLASS POLICIES AND PROCEDURES

A

REGISTRATION PROCEDURES:

Registration is open to all eligible patrons. Registration for each month will always open **5-business days before the 1st day of the following month**. All students enrolled in a MWR Community Center Leisure Class must have a signed registration packet on file prior to enrolling in any classes. Please remember to update the Community Center office if personal information (i.e. address, phone number, email address, or emergency contact) changes. Community Center will not be responsible for unconnected calls or undeliverable mail. A review and an annual update will be required each year in January. If classes are full and you are interested, please ask to be put on the waitlist.

B

CLASS PROGRAM:

The parent or legal guardian (**for students under 18 years of age**), should attend the first class to meet the Instructor and discuss student's expectations and the Instructor's teaching styles and methods. Please keep in mind that the age group, discounts, and class dates/time slots are determined by the class instructors.

C

MATERIALS:

Majority of class materials are included in registration fees unless otherwise stated. If a student is responsible for purchasing materials for a specific class, vendor location and approximate cost will be provided. In some cases, instructors may have materials that are optional and will require an additional payment.

D

NEW MUSIC STUDENT TRIAL LESSONS

If you or your student is interested in taking Music Classes but are new to Community Center's Music Program, we do offer Trial Lessons. These lessons can be scheduled in advance with our office and will require payment. Once that date is set, the student will have **2-business days** after the trial lesson date to inform us that you would like to continue and reserve that spot for the following months. If we are not given notice within those **2-business days** from the trial lesson date, the spot will become available for the next interested customer. If student is not present at trial lesson, a refund will not be given and a reschedule will require additional payment. For more information regarding Music Classes/full refunds please refer to **Section G – Music and Tennis Payment Deadline Policy** and **Section L – Refund Process**.

E **CLASS DROP-IN FEES:** When enrolling in any **Dance Classes, Language Classes, and several Arts & Craft Classes** you will be given the choice to attend **ALL** classes during the month or **SELECT** which days to attend amongst the offered dates for that specific class. If you choose to register and pay for the full month of classes you will be receiving a discounted rate for each class. If you are unable to attend one of the classes, a drop-in fee will be charged for the other classes. This drop-in fee will also be applied if you choose to select specific days to attend.

F **PAYMENT DEADLINE POLICY:** All fees are due before the start of lessons and classes. Payment deadlines vary between each classes. **Please refer to Section G – J for your specific Class Payment Deadline Policy.** If due date falls on a weekend or a US Federal Holiday, payments will be accepted on the next business day after the weekend/holiday. If payment is not received by the assigned deadline for that class, the student will be removed from the roster (**additional fees may be required**) and the spot will become available for the next customer who is interested. We accept **ONLY** card and check for payment.

G **MUSIC AND TENNIS PAYMENT DEADLINE POLICY:** All fees for Music and Tennis classes are due by the **first day of the month (Example: 1st of January is the payment deadline for the month of January)**, or by the **first day of the class** before your scheduled time. **(Example: If you have Piano/Tennis on Monday at 1500 PM and the first Monday falls on the 2nd of January then please pay before then).** Instructor class dates vary each month, please feel free to ask our office what the class dates are for your instructor for the following month. This will ensure that you are aware of when your first class is. However, we highly recommend payment be made prior to the first day of the month to avoid any confusion that may lead to late payment. If payment is not made by the deadline, student name will be removed but will still be **required to pay for the first week of class.**

MUSIC AND TENNIS REFUND:

When you register for Music and Tennis, you are entitled to that scheduled day/time spot for the following months as long as payment is made by the deadline. Once payment is made you will be provided a receipt with the class dates. If you are unable to attend one of the classes, a refund, credit for the following month, or make-up class will only be given in the event of **Instructor Unavailability, Installation Closures, Documented Medical or Military Emergency, i.e. TDY, Deployment, or Duty.** Make-up classes are scheduled in advance and cannot be rescheduled again. If you are planning to go on Vacation, **please refer to Section L – Vacation Policy.**

MUSIC AND TENNIS DISCONTINUATION:

If you plan to discontinue with your scheduled Music/Tennis classes, a **2-week notice (10 business days), with submission of the Community Center Discontinuation Acknowledgement Form will be required.** Payment for all scheduled classes will be required, until received. If class discontinuation is sudden and notification is not received, within this time, **student class payment will be required for 2-weeks following the notification received date.**

H GYMNASTICS PAYMENT DEADLINE POLICY:

When you register for Gymnastics, you are entitled to that scheduled day/time spot for the following months as long as payment is made by the deadline. **All fees for Gymnastics classes are due on the 15th day of the prior month.** (Example: Dues for February 2022 are due on January 15, 2022). If payment is not made by the deadline, we will be required to remove the student's name from the roster and offer the spot to the next available customer. **If you plan to discontinue with your Gymnastics classes, please notify us in advance and provide us with the Community Center Discontinuation Acknowledgement Form.**

GYMNASTICS REFUND:

No class or credits will be given if a class is missed. Refund or credit will only be given in the event of **Instructor Unavailability, Installation Closures, Documented Medical or Military Emergency**, i.e. **TDY, Deployment, or Duty**. After registration and/or payment, please utilize the receipt to ensure you are aware of which dates your student is expected or feel free to ask our office. If you are planning to go on Vacation, **please refer to Section L – Vacation Policy.**

I DANCE PAYMENT DEADLINE POLICY:

When you register for Dance, you are entitled to that scheduled day/time spot for the following months as long as payment is made by the deadline. **All fees for Dance classes are due by the first day of the month** (Example: 1st of January is the payment deadline for the month of January). If payment is not made by the deadline, we will be required to remove the student's name from the roster and offer the spot to the next available customer.

DANCE REFUND:

If you or your student will be unable to attend a dance class, **a refund will only be given if we are notified 24 hours prior to the class.** If notification is not received, within 24 hours, refund will only be given in the event of **Instructor Unavailability, Installation Closures, Documented Medical or Military Emergency**, i.e. **TDY, Deployment, or Duty**. If you chose to attend **ALL** classes and will be unable to attend one, please ensure you are familiar with **Section E – Class Drop-In Fees.**

J ARTS & CRAFTS PAYMENT DEADLINE POLICY:

If you are interested in taking any Arts & Crafts Classes, **please ensure to register 2-business days prior to the class date.** This allows the Instructor to prepare the required materials. All fees for any Arts & Crafts classes are due by the class date.

ARTS & CRAFTS REFUND:

If you will be unable to attend your class, **a refund will only be given if we are notified 48 hours prior to the class.** If notification is not received, within 24 hours, refunds will only be given in the event of **Instructor Unavailability, Installation Closures, Documented Medical or Military Emergency**, i.e. **TDY, Deployment, or Duty**. If you chose to attend **ALL** classes for certain Arts & Crafts Classes and will be unable to attend one, please ensure you are familiar with **Section E – Class Drop-In Fees.**

K **REFUND PROCESS:**

When requesting refunds, original receipts are required for processing. If you no longer have access to that original receipt, the process will require more time. Refunds for payments made with **MWR Coupons are not authorized**. Refunds for payments made with **Credit Card must be applied to the same Credit Card used when making the payment**. We will use the original receipt to confirm this. Refunds for payments made with Check will be issued by the MWR Yokosuka Finance Office utilizing Electronic Funds Transfer (EFT). Refunds are given, dependent on which specific class (i.e. Arts & Crafts, Dance, Music, Tennis, and Gymnastics). Please ensure you are familiar with that class’s Refund Policy and refer to Section F – J which will include all information regarding each class’s Refund Policy.

L **VACATION POLICY: (APPLIES TO ONLY MUSIC, TENNIS AND GYMNASTICS)**

Within a calendar year, **TWO CONSECUTIVE WEEKS of unpaid class time will be allowed**, for vacationing students. Once the two weeks have been used, it is your responsibility to make payment for any other missed classes including **ROM periods (if applicable)**. If you plan to use this Vacation Policy, a **2-week notice, with submission of the Community Center Vacation Policy Acknowledgement Form will be required**. All necessary payments prior to Vacation period will be required and highly recommended. If we do not receive any notification or payment past the expected return date, the class/day time slot will be offered to the next interested customer.

M **ROBOTICS:**

The price for the robotics course is a flat fee of \$90 monthly, **no refunds and make up lessons are permitted**. The program follows a specific curriculum which requires four sessions (four weeks). Please be advised that once the student enrolls and start the session for the month, **will not be able to change the student’s schedule until the next registration**.

ACKNOWLEDGEMENT OF MWR COMMUNITY CENTER LEISURE CLASS POLICIES AND PROCEDURES (SIGNATURE REQUIRED)

I acknowledge that I have reviewed and understand the policies and procedures within the document provided by MWR Community Center. I understand it is my responsibility to comply with and implement all policies and procedures.

(PRINTED NAME)

(SIGNATURE)

(DATE)