

HILLCREST ACADEMY HOME AND SCHOOL ASSOCIATION

HAHSA AFTER-SCHOOL ACTIVITIES POLICIES 2021-2022

REGISTRATION, CANCELLATION & REFUND POLICIES

- These policies have been set in place by the school administration and HAHSA Fundraising.
- They only apply to after-school activities that you register for through HAHSA and the Amilia Registration system.

COVID-19 DIRECTIVES

ALL DIRECTIVES, THAT ARE SET IN PLACE BY THE SCHOOL BOARD, HILLCREST ACADEMY, AND SANTÉ PUBLIQUE, AND THE GOVERNMENT OF CANADA FOR COVID-19 MUST BE FOLLOWED FOR ALL AFTER-SCHOOL ACTIVITIES.

REGISTRATION POLICY

- First come, first served.
- Registration can only be made online through the Amilia registration system.
- Online registrations will be processed in real-time and in priority.

REGISTRATION CONFIRMATION

- The Amilia registration system will send an automatic registration confirmation by email for any registration completed online at the email address provided by the parent. It is the responsibility of the parent to supply a valid email address and to ensure that our emails are not being sent to your spam/junk.
- No confirmation will be sent for registration without a valid email address.
- The after-school activities coordinator will contact you only if there is any change in the registration (lack or surplus of registrations, change of schedule, etc.) either by phone or email.

INCOMPLETE OR INCORRECT REGISTRATION

HAHSA Afters-School will not be held responsible for mistakes linked to incomplete information (invalid phone number or email address, missing child grade or homeroom or parent name, missing allergy or medical information).

PAYMENT METHODS

- FULL payment is required at the time of registration by credit card (Visa, Master Card or Amex) or eCheck.
- Prior to paying by eCheck please verify with your bank that they accept eCheck.**
- A \$10 fee will be applied to your account for each eCheck payment that fails or is reversed.**
- The transaction, in Canadian dollars (CND\$) will appear on your bill under NBX*HAHSA ACTIVITIES LAVAL QC
- An email confirmation will be sent to the parent for any payment received if the parent supplied a valid email address.

REMINDER

HAHSA After-School will send a reminder email to the parents that the activities will be starting but it is the responsibility of the parent to remind their child of their after-school activity. We suggest that the parents do the following:

- Send a note (physical or electronic) to advise their teacher
- Put a note in your child's lunch box
- Remind your child in the morning that they have an activity

REFUND AND CANCELLATION POLICY

The HAUSA After-School activity programs are part of the school's fundraising efforts. All profits from these programs will go back to our students through HAUSA initiatives. Since these programs are considered fundraisers, **NO REFUNDS WILL BE GIVEN FOR ANY OF THE FOLLOWING REASONS:**

IN THE CASE OF ABSENCE OF THE CHILD FOR ANY OF THE REASONS LISTED BELOW

- Medical reasons; travel (including travel quarantine upon return) or any other personal reason.
- Any absence due to illness (ex: gastro, flu, etc.) will be treated as a normal absence.
- ANY Covid-19 related absence with or without quarantine and with or without class closure.
- Homework program or other educational activity at the school.
- The parent or child forgot about the activity.
- The child refused to participate.
- The child arrived late.
- Special event or program organized by the school.

REGISTRATION CANCELLATION BY THE PARENT

EXPULSION FROM THE ACTIVITY

The school's code of conduct must always be respected by all the participants registered in an after-school activity. The expulsion for one or more classes is an extraordinary measure and it is only used as a last resort, after several unsuccessful attempts (verbal warnings, call to parents, the intervention of a member of the school staff, etc.) to resolve issues.

UNFORESEEN CIRCUMSTANCES

All cancellations due to unforeseen circumstances, beyond our control (ex: school closure – for any reason, flood, fire, cancellation by a higher authority, etc.) will be assessed on a case-by-case basis and parents will be advised by email of the resolution. We will do our best to re-schedule programs – if possible.

LACK OF REGISTRATION – THE ONLY EXCEPTION

In the event of an activity cancellation due to lack of registration the after-school activity coordinator will contact the parent either by phone or email to offer one of the following two options:

- Suggest an alternative activity.
- If no alternative activity can be found, we will issue a full refund.**

REFUNDING A PARENT

- NO CREDITS will be issued. Only refunds.
- Refunds will be issued once we are refunded by our after-school activity vendors. An email will be sent with updates to all parents.
- A 4% transaction fee based on the original payment will be deducted to the amount being refunded for all refunds issued. No administration fees will be charged if HAUSA After School activities decide to cancel an activity (in case of a lack of registration).
- If the payment was done by credit card, the refund will be issued on the card used to make the payment and an email will be sent to the parent once the transaction has been processed.
- If the payment was done by eCheck, the refund will be issued by cheque in the parent's name. A refund by cheque requires a complete mailing address. If you are paying by eCheck make sure your account is up to date. A refund cheque will only be issued if we have a complete mailing address.

BY ACCEPTING YOU CONFIRM THAT YOU HAVE READ AND UNDERSTAND ALL OF HAUSA AFTER-SCHOOL ACTIVITIES REGISTRATION, CANCELLATION, AND REFUND POLICIES.