



## STAR Nova Policies

### **Payments**

Payments are due on or before the first day of class. Payments that are not received within 5 working days are subject to a \$10 late fee per week. Payment options include: check dropped off at a Galaxy classroom or mailed to the STAR Administration office, online payment through family accounts, cashier's check and/or money orders. STAR Nova teachers are not able to take payments in class. Please write your student's first and last name and indicate what the payment is for in the "memo" portion of your check, cashier check or money order. STAR does not accept cash. Guardians are able to print their own receipts by logging into their online STAR account.

Our Finance and Collections Department will review all past due accounts and may contact you for payment. You agree to reimburse STAR for time expended and for any and all collection or legal costs incurred in collecting monies due. If STAR elects to terminate services for non-payment, our commitment will be completed upon our written notification to you.

STAR reserves the right to increase fees with a 30-day written notice.

### **Returned Checks and Delinquent Accounts**

Returned checks are subject to a \$25 fee. Returned checks will be handled pursuant to Calif. Civ. Code Sec. 1719. Any family who has three returned checks in one calendar year will be required to pay by money order, cashier's check, or by online payment for one full calendar year. Delinquent accounts will be forwarded to Transworld Systems and fined an additional \$20.00.

### **Disputed Online Payments**

Disputed Online Payments are subject to a \$25 fee. A disputed online payment is any online payment retracted or stopped for any reason after the time of transaction.

## **Enrollment**

Students must attend the school site where the STAR Nova class is located. RockSTAR students must be in first grade to enroll in RockSTAR classes. All other classes are open to all grade levels, unless noted.

## **Cancellation**

STAR requires a two-week written notice to cancel registration, during which time your enrollment will remain active and you will remain financially responsible regardless of your student's attendance.

## **RockSTAR Cancellation Policy**

The success of each band relies on the consistency and dedication of its band members. Therefore, RockSTAR must be cancelled, in writing, 2 weeks before the start of class. After this cut off, the family will be responsible for the entire class tuition.

*STAR Nova may cancel classes if the minimum enrollment is not met.*

## **Behavior Expectations**

Any behavior which endangers the students or staff will be cause for immediate pick up from class without financial compensation. Students who are repeatedly disrespectful or are a danger to themselves or others will not be allowed to return to any STAR program. STAR reserves the right to refuse service to anyone. Any person using foul language, yelling, or acting inappropriately towards staff or children will be terminated from the STAR program and/or any other future events.

## **Emergency Contacts and Custody Arrangements**

Your student will not be released to any person that is not listed on the emergency contact list. If your student needs to be picked up by someone not included on the emergency list, STAR requires both a telephone call and written authorization from the student's guardian. Appropriate identification will be required. By law, students must be released to either guardian, even if one guardian is not included on the emergency list. Non-listed guardians must provide legal proof of guardianship. STAR must have a copy of any court documents that mandates special custody arrangements. STAR will honor only those documents in their possession. Students may not attend if the restraining order provided has expired. It is the guardians' responsibility to provide STAR with the most current copies of legal documentation.

If your child walks or bikes home, STAR Nova must have written permission from you, via email. If an adult listed on the student's emergency form is on campus, it is expected that the student is picked up in the classroom.

### **Sign In & Out Policy**

STAR Nova requires guardians to sign out their student(s) in the classroom. Students are not allowed to be driven, signed out or taken to their home by STAR staff. STAR staff may not babysit or provide tutoring or private lessons to any STAR student.

Please contact the STAR Nova Director at [nova@starsacramento.org](mailto:nova@starsacramento.org) or the STAR Administrative Office (916-632-8417) if your student will be absent from class.

### **Consent to Photograph a Minor**

Throughout the year, your student may be videotaped and/or photographed. With a guardian consent at time of registration, these images along with your student's name may be used for reproduction and/or sale in any medium for the purpose of advertisement, trade, display, exhibition, educational use and/or training.

### **Tardiness and Pick-up**

Excessive tardiness may result in cancellation of your student's enrollment in the program. Students picked up after the conclusion time of their specific program are considered tardy pick up. Excessive tardiness is considered to be more than 3 times during the school year. **STAR charges \$1.00 per minute per family fee for late pick-ups.** Late fees will be added to your student's account. If fees are not paid, your student may not attend the program until that balance has been paid in full. When late, STAR staff will make every effort to contact guardians or other persons listed as emergency contacts. If STAR staff is unable to make contact one hour after STAR closes, the police will be contacted and your student will be taken to the local police station. STAR Staff is not allowed to transport or sign students out.

### **Incidental Medical Services Plan of Operation and Medication Policy**

STAR requires all Incidental Medical Service Plans to be submitted in writing to ensure safe and accurate administration of medication and incidental medical services to all students. If your student has a life threatening allergy or illness, STAR will require a detailed Emergency Care Plan ***prior to your student's first day of attendance.***

### **Sick/Absent Student**

STAR is a non-profit charitable program with fixed expenses; therefore, STAR cannot give credit or make-up days for the absence of your student from a fee-for-service

program. STAR pays staff, custodial services, accountant, etc., whether your student is present or not. When a School Holiday, Natural Disaster, Civil Unrest, Catastrophe, etc. occurs, you are responsible for paying for that day.

Your student must remain at home if he or she is not well enough to participate in a normal day's activities or has been exposed to a contagious disease (Pink Eye, Head Lice, Strep Throat, and Hand Foot, Mouth Disease, etc.). Additionally, please keep your student home if he or she develops any of the following symptoms: diarrhea, vomiting, severe coughing, difficult or rapid breathing, yellowish skin or eyes, mouth sores, and/or fever, until the symptoms disappear or your physician decides your student can return to school. All students must be fever-free for 24 hours before returning to any STAR program. Students are not allowed to attend a STAR Nova class if they were home from school on the day of the class.

### **Bathroom Policy**

Students will be walked to the bathroom by a STAR teacher. Students are not able to leave the classroom to use the bathroom alone or with other students. STAR staff will supervise the students by standing outside of the bathroom door.

### **Minimum Day Schedule**

Most STAR Nova classes meet on any school day, including minimum days and early release days, 5 minutes after school lets out. Your class email will let you know if your class will or will not meet on minimum days.

### **Release of Liability**

I hereby agree to hold harmless the STAR Staff, Directors, Teachers, Administrators and Members of the Board of Directors from any liability related to any and all STAR activities and programs. I acknowledge the existence of the implied risk associated with all programs for children and the areas where such activities take place.

In case of emergency, STAR will make every effort to contact the guardian(s) or emergency contact(s) of the child involved prior to any treatment being provided. However, in the event we are unable to make contact with the guardian(s) or emergency contact(s), we require this medical release to be signed. I HEREBY AUTHORIZE THE PHYSICIAN OR HOSPITAL SELECTED BY STAR TO HOSPITALIZE, SECURE TREATMENT FOR, AND TO ORDER INJECTION, ANESTHESIA, OR SURGERY FOR MY CHILD. It is further understood that the undersigned will assume full responsibility for any such treatment, including the payment of all costs, and will hold the STAR program, its representatives, the STAR

directors, counselors and staff, harmless there from.