



214-C Beacon Dr, Winterville  
NC 28590

# Student & Parent Handbook

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## **Purpose:**

*The purpose of Aquaventure After School Care is to promote a safe, fun and healthy environment for children from the ages of 5-13 to grow in their educational journeys and learn to swim.*

## **Tuition/Enrollment**

Our tuition pricing can be found on Aquaventure's website (<http://www.aquaventurenc.com/afterschool>.) Our system is based on the traditional school calendar. Registration fees will be collected at the time of registration and our After School calendar will be released around the start of the school year.

## **Tuition Payments**

Tuition payments will be made via auto draft from the credit card/ debit card on file according to the following payment schedule, dependent on the enrollment frequency chosen:

*Full Time & Part-time monthly : The 1st of every month*

*Full Time weekly: Every Friday*

You will receive an email from our After School director in late July/early August explaining the draft process and the amount of payments.

## **Late Payment Policy**

We understand things happen, but if ANY type of payment is returned for insufficient funds, our policy is as follows:

All payments will be drafted from the credit card on file on the designated day depending on enrollment type. A grace period of five days will be given to complete any incomplete payment. We will notify you of the returned payment and give you the option for us to re-run the returned check/ transaction or provide another form of payment. Once the grace period has ended, there will be a late fee of \$25.00 per occurrence added to the account automatically. If you need to make additional arrangements, please discuss this with us immediately.

## **No-Show Pickup Policy**

Parents must direct message the after-school director(s) at minimum 2 hours before school dismissal if their child will not be attending after-school that day. Our drivers are instructed NOT to leave a school until all children we are expecting to attend board the vehicle. If your child is not attending that day but we have no record of this, our driver will unnecessarily wait for them thinking "Maybe they are running behind", in the restroom, etc. This delay can make us late to arrive at other schools which we then can incur possible penalties (yes it's crazy but they do) Additionally, we dispatch our vehicles based on the roster numbers each day as well as coordinate our driver schedules to match. Failure to notify will result in an automatic \$10 charge per child per occurrence to the card on file used for after-school billing.

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*Full Time weekly: Every Friday*

You will receive an email from our After School director confirming your billing structure and fees upon enrollment.

## **Holiday Month Fees**

All after-school fees will be billed as scheduled September through May, even during holidays and school releases. No prorations will be given, regardless of enrollment. This allows us to include Teacher Workdays, Unscheduled inclement weather days, and early releases throughout the school year at no additional charge to after-school students.\*

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## **Terminating Contract**

If, for whatever reason, you need to terminate your enrollment in our programs, we require a minimum of (14) day notice. Aquaventure After School Care may terminate this contract at any time depending on the circumstances in consideration of the welfare of the children and staff. Aquaventure After School Care will refund any overpayments unless there has been a failure to give a 14 day notice, which will result in forfeiture of refunding over-payment.

## **Photo and Video Consent**

Photos and videos will be taken throughout the year. They may be posted on Aquaventure social media channels such as, but not limited to: Facebook, Instagram, and other social media platforms as well as used in various in-house media outlets. We are very proud of the programs at Aquaventure and will use these photos and videos to promote our program in a positive way and give you a glimpse of the activities and fun that your child(ren) is having! You do not have the option to opt out of photo consent during enrollment. For questions or concerns please see our after-school director.

## **Closings and Delays**

In the event of a delay or closing, we use an electronic form of communication (TeamReach app) to notify you of urgent announcements. Upon enrollment, parent cell phone numbers and emails that are provided will be entered into our system (TeamReach app). In the event of any last-minute delays or cancellations that may affect your drop-off or pick-up schedule, you will receive a message or notification from our system.

We also post these updates on our Facebook page Aquaventure Aquatic Campus (for After School) as well as our Facebook page. We strongly encourage you to 'follow us for updates on your child's program and for any announcements that may apply to you and your child. If After School opens due to an unexpected school closing, parents/guardians are responsible for providing lunch for their child.

## **After School Hours**

From school dismissal (including early release days unless otherwise indicated) until 6:00 pm. On Teacher workdays and select holidays we are open from 7:30 am to 6:00 pm and Early Release days from School dismissal until 6:00 pm.

## **Drop Off and Pick Up Procedures**

When you arrive to Aquaventure After School, you will enter through the front doors on building 214-C. Please utilize our Sea Pass Check Out to scan your child's QR code for pick up. Always have your ID ready in case our technology takes 5.

## **Afterschool Guidelines**

### **Homework Policy**

It is our top priority to provide each child with the time and environment where they can complete homework. We are not able to tutor each child individually but will be able to help them stay on task and offer guidance when needed.

### **Personal Belongings Policy**

Any children who choose to bring their personal games or toys with them to Aquaventure After School Care must keep them in their bag or cubby when not in use. Belongings that are left at Aquaventure for longer than a week will become part of Aquaventure After School Care's general stock of games. It is encouraged that all children bring home their personal belongings at pick up after each day. Aquaventure will not be held responsible for any damaged or lost items brought inside the facility.

### **Personal Technology Device Policy**

All personal technology devices that are brought to Aquaventure After School care must be kept in a bag or cubby during the hours of after school. Any children that wear a smart watch must **only** use the watch for the analog clock feature during Aquaventure After School Care. Personal Technology devices such as phones, tablets, smart watches, or any other devices including a camera, voice recording device, or games are prohibited during After School hours. External communication including calls, text messages, or other forms of communication on personal devices are not permitted without explicit permission from the Aquaventure After School Director. Failure to adhere to this policy will result in the device being confiscated and returned to the parent or guardian at pick up.

## **Afterschool Guidelines**

### **Visitor Policy**

Any visitors and volunteers, (including parents) MUST check in at the Aquaventure After School Care front desk (The Reef) and receive a Visitor Pass upon arrival on campus between the hours of 2:00pm-6:00pm. Your child's safety and use of instruction time is of the utmost importance. This includes dropping off items during instructional time. For the safety of all children and staff, parents and visitors are NOT permitted into after-school areas without a team member escort at any time.

### **Parent Conduct**

We understand that at times there can be differences of opinion when it comes to your children. We do however expect both staff and parents to strive for unity. Parents are asked to talk to the director directly (not to other parents) when issues arise. Parents should talk to and about staff in a non-aggressive, polite, and respectful manner. Our goal is to build each other up, not tear down.

### **Custody Disputes**

We understand that family situations happen, but we respectfully request that our administration or staff not be summoned for custody hearings or any other family court matter. If it is essential that an Aquaventure After School staff member be summoned, contact should only be made through the Aquaventure After School Director. A \$550.00 per day fee will be invoiced for court appearances, depositions, or other needs that remove them from their daily responsibilities. This includes any days they are not scheduled or have approved time-off. No agreements or arrangements between staff and parents should be made.

## Health Guidelines

### Illness or Injury

It is expected that students are sent to After School healthy.

- Students with fevers, diarrhea, vomiting, contagious viruses, severe colds, and the like will be sent home to avoid infecting others. Students must be free of fever, vomiting, and/or diarrhea for twenty-four (24) hours without the aid of medication before returning to After School.
- Should a student become ill or receive an injury while at After School, the parent will be called if deemed necessary. First aid will be given, but facility personnel will not administer medications unless previously arranged with parents. Students who are lethargic, tired, and unable to participate at After School will be sent home for needed rest and recuperation.

### Head Lice

Outbreaks of head lice are common among children in schools, affecting all social and economic groups. Should a student be diagnosed with live head lice, the student's parent(s) will be notified by After School right away and a general communication will be sent to the After School parents to prevent further spread. Students will not be allowed to come to after school until a lice treatment has been performed and the head has been examined for lice by a medical professional.

### Medications

If a student is in need of specific over-the-counter medication during the After School day, the parent must bring it to After School with written instructions on the proper administration of such medication(s). If prescription medication or any other non-prescription medication prescribed by a physician is to be administered during After School, parents shall have the "Aquaventure After School Care Authorization for Medication" form completed by a physician/medical provider. For the convenience of our families and because most local medical providers routinely stock "Pitt County Schools Authorization for Medication" (form #EPS-50), this form is an acceptable substitute for the Aquaventure After School Care Authorization for Medication.

No medications may be kept in the student's possession or in his/her locker or book bag, with the exception of asthma inhalers and Epipens and as authorized by the medical provider's signature on the EPS-50 "Green Form". All asthma inhalers and Epipens should be labeled with the child's name. A parent approval form for the general administration of over-the-counter drugs such as Tylenol, ibuprofen, cough drops, and antacids, must also be on file in the Director's office before Aquaventure After School Care will administer such medications.

These medications will be administered to the student by Counselor, or Administration and only with permission from the parent.

**If prescription medication is needed on a regular day-to-day schedule, it must be kept and dispensed from the school office. It is the parent's responsibility to make sure that all prescriptions are current (not expired) and up-to-date.**



## **Safety Guidelines**

### **Fire Drills**

Fire drills may be held the first week of After School and monthly at various times during the afternoon. The teachers and other staff will acquaint the students with the proper procedures to be followed during a fire drill. A map of the evacuation plan will be posted in each After School room, and each teacher will ensure that the students fully understand the evacuation procedure and route.

### **Tornado Drills**

A minimum of once per year, After School will conduct tornado drills. All students are to proceed to the place designated by the teacher, kneeling with their heads kept down and toward a wall.

### **After School Security/Lockdown Policies**

We take the safety and well-being of all our students and faculty very seriously. We have therefore established policies and procedures in the unfortunate event of a “school lockdown.” Regular drills will be instituted throughout the year to prepare our faculty/staff and students for such events. Given the multiple and varying situations that are possible in a “lockdown” scenario, it is not possible to outline all the details here. Please know that we have drafted, with plans to continually improve, our policies and procedures to the best of our abilities, after consulting with experts on this subject, including other schools, and especially various local law enforcement agencies. We realize that some of our younger children may be especially sensitive to “lockdown drills.” However, drills are absolutely necessary for adequate preparation for an actual emergency.

### **Communication with Parents/Guardians regarding “ACTUAL LOCKDOWN”**

In the event of an actual lockdown situation, a member of the Aquaventure After School Care’s administrative staff will notify the parents/guardians of the lockdown: by phone, email and/or text alerting them of the lockdown situation, as soon as it is possible. Please note that in an actual lockdown event, it may not be possible to act on this policy. Once lockdown is over, the administration will alert the parents/guardians, as soon as possible, or within a reasonable time frame. Parents should not attempt to come to Aquavneutre while the facility is in lockdown mode until the “All Clear” is communicated by phone, email and/or text.

## Student Conduct

### STUDENT GUIDELINES

Attending Aquaventure After School Care is a privilege, not a right. Our students are expected to behave in ways that are respectful to themselves and those around them. This includes but is not limited to staff, parents, peers and those in the community.

### Student Discipline

If at any time a member of Aquaventure After School Care Counselor must discipline a child, it is always done in love and an effort to set healthy boundaries and set the student up for success.

Aquaventure After School Care has standards that are to be respected and upheld in the After School environment to help encourage safety and a positive learning environment for all students. Walking or sitting during free play, reading or quiet time or being relocated.

If a student consistently makes minor infractions the After School Director may make official parent contact through phone call or conference. These forms of communication will be documented.

In the event the After School Director is not available to handle student discipline, another Director of Aquaventure Aquatic Campus will take their place.

Minor Offenses include but are not limited to:

- Disrespect
- Group disruption
- Excessive talking
- Cussing
- Improper use of electronic devices
- General horseplay
- Defiance or refusal to obey staff
- Inappropriate acts

If the Director sees fit, the student may be removed from the After School environment to an isolated area for a period of time. If the behavior is repeated and still does not cease, the student may be suspended.

The following are considered Major Offenses and will not be tolerated. The Director will use their discretion to determine punishment:

- Physical Assault - Improper use of Internet privileges
- Threats
- Harassment
- Racial Slurs
- Intimidation
- Sexual Harassment: Physical or Verbal
- Spreading Rumors
- Extortion
- Foul Language (Cursing)
- Taunting
- Insults

## **Expulsion**

The Aquaventure After School Care Director along with the Facility Director holds the right to expel a student at any time for any Major Offenses. They also reserve the right to expel a student for repeated, exhausted Minor Offenses if the above disciplinary actions have not been successful.

Students who are expelled may be admitted back the following year but are not guaranteed.

***This handbook is subject to change at any time. Parents will be notified of any amendments made.***