

Policies and Guidelines:

Make-Up Policy:

At The First Step Play Group, we strive to provide a consistent and enriching experience for all our participants. Therefore, we do not offer make-up classes for missed sessions. We understand that unexpected circumstances may arise, but we encourage regular attendance to ensure the continuity of your child's learning and engagement with the class.

Drop-In Policy:

To maintain a cohesive learning environment and ensure the best experience for all participants, we do not offer drop-in options for our classes. Each session is thoughtfully designed to build upon previous lessons and create a sense of community within the group. By enrolling for the entire session, your child can benefit from the progression of activities and the opportunity to establish friendships with their peers.

Refund Policy:

We have a strict no-refund policy for our classes. Once you have enrolled and secured a spot for your child, the fees are non-refundable. We understand that circumstances may change, but our commitment to maintaining small class sizes and providing quality materials and resources necessitates this policy. We encourage you to consider the commitment to the full session before enrolling your child in our program.

Registration and Enrollment Policy:

To secure a spot in our classes, we require registration and full payment in advance. Enrollment is on a first-come, first-served basis. Please ensure timely registration to guarantee your child's place in the desired session.

Attendance Policy:

Regular attendance is important for your child's progress and the overall experience of the class. We kindly request that participants arrive on time and attend all scheduled sessions. If your child will be absent due to illness or other unavoidable circumstances, please notify us in advance.

Behavior and Discipline Policy:

We maintain a positive and respectful environment for all participants. Disruptive behavior that affects the safety or learning experience of others will not be tolerated. We reserve the right to take appropriate action, which may include discussing behavior concerns with parents or, in extreme cases, the removal of a child from the program.

Photography and Media Release Policy:

We occasionally take photographs or videos during our classes for promotional purposes or to capture memorable moments. By participating in our classes, you grant us permission to use such media, including images or videos featuring your child, for marketing and advertising purposes. If you have concerns about the use of media, please inform us in writing.

Weather and Emergency Cancellation Policy:

In the event of inclement weather or unforeseen circumstances that require us to cancel a class, we will make every effort to notify participants in a timely manner. We may offer rescheduling options or provide alternative activities/resources for the missed session.

Health and Illness Policy:

To ensure the well-being of all participants, we kindly request that children who are unwell, displaying symptoms of contagious illnesses, or have a fever, refrain from attending classes until they are fully recovered. This policy helps maintain a healthy and safe environment for everyone involved.

Allergy and Special Needs Policy:

Please inform us of any allergies, dietary restrictions, or special needs your child may have when registering. We will make every effort to accommodate these requirements and ensure the safety and inclusion of all participants. If additional accommodations or considerations are needed, please contact us to discuss how we can best support your child's needs.

Parental Supervision Policy:

For the best experience and safety of all children, we require parental or guardian supervision during our classes. We value the participation and engagement of grown-ups in our activities, fostering bonding and shared learning experiences with their child.

Liability Waiver:

While we take all necessary precautions to provide a safe environment, participation in our classes and activities carries inherent risks. By enrolling your child, you acknowledge and accept that The First Step Play Group, its staff, and instructors shall not be held liable for any accidents, injuries, or loss of personal property that may occur during class sessions or related events.

Privacy Policy:

At The First Step Play Group, we are committed to protecting your privacy. Any personal information provided during registration or communication will be kept confidential and

used solely for the purposes of program administration. We do not share or sell personal information to third parties.

Changes and Updates to Policies:

Please note that policies and guidelines may be subject to change or update. We reserve the right to modify these policies as necessary. Any significant changes will be communicated to parents/guardians in a timely manner. It is recommended to review the policies periodically to stay informed about any updates.

These policies are intended to ensure a positive and consistent experience for all participants. Please review these policies carefully before enrolling in our classes. By participating, you acknowledge and agree to adhere to these guidelines. If you have any questions or require further clarification, please don't hesitate to reach out to our friendly team.