



## **HIGHLAND FRIENDSHIP CLUB POLICIES**

**Effective 1/1/17**

- Members who make a cancellation 48 hours in advance or more, will receive a credit that may be used at a later date. This credit can now be carried over to the next semester. Late cancellations and no-shows will not be given a credit.
- In the event that HFC cannot hold a scheduled program due to unforeseen circumstances, programs will be rescheduled whenever possible. If rescheduling is not possible, members will be issued an electronic (email) reimbursement – Program Credit. Credits can be applied toward the payment of any HFC programs, and must be redeemed by the expiration date noted on the credit notification. Cash and/or any other forms of reimbursement will not be issued.
- If you register for a program, you are responsible for the payment of the registration fee.
- Program payment should occur: online via credit/debit card or via mail with cash or check

### **Sign-in Policy: Member safety is our highest priority**

- HFC members must be signed in at every program. Parents/caregivers must sign their member in on the sign-in sheet and leave a phone number that they can be reached at during the program.
- After the program, parents/caregivers must come into the building to pick up their member.

### **Medication Administration and Personal Care**

- HFC employees and volunteers are prohibited from providing hands-on assistance with the activities of eating, toileting, and lifting
- HFC employees are also prohibited from administering any medication to HFC members.