



POLICIES & GUIDELINES

We encourage all parents and guardians to read our class, program, and camp policies and information before registering for any programs at Coppermine Fieldhouse. All staff, administrators, and instructors follow these policies and procedures and are unable to make exceptions for any reason. For additional information please call 410-337-7781 or email info@copperminefieldhouse.com.

These policies and guidelines are applicable for all Coppermine locations.

SUMMER CAMP POLICIES & GUIDELINES

Within 48 hours after registering, customers will receive an itemized statement via email that will include a link to our Parent Portal.

The Parent Portal includes additional camp information and all required state forms for summer camp. All forms must be returned by May 1st or within one week of registering if after May 1st. All forms must be completed and returned prior to your child's first day of camp and as soon as possible.

All summer camp registrations require a non-refundable \$100 per week per camper deposit which is then applied towards your camp tuition.

All forms must be filled out by both new and returning campers.

Coppermine reserves the right to request additional camper information or may request a parent meeting after all health forms have been submitted. If Coppermine determines that it cannot reasonably meet the needs of an individual camper, Coppermine reserves the right to accept or deny admission. If admission is denied, all deposits and monies paid will be refunded.

Coppermine reserves the right to change or cancel any camp program if conditions warrant. Notification will be provided as early as possible should this be necessary.

Please review all individual camps and summer programs to determine and confirm camp location and extended care options. Please note that different locations offer different early and late care options.

Coppermine will do our best to accommodate friend requests for camp groups within the same age range. Please note these requests on your camper registration information. All camp changes or requests must be in writing and emailed to camp@copperminefieldhouse.com.

All campers must be toilet trained in order to attend Coppermine camps. No exceptions. Coppermine staff does not assist campers in the bathroom.

Lunch is not provided. We prefer bag lunches labeled with campers' names. All lunches are refrigerated. We supply water throughout the day and an afternoon snack. If your child has special diet requirements, we ask that you please provide your own snack. Please provide a water bottle labeled with the campers name on it.

Coppermine is not a peanut free facility.

Coppermine is not responsible for any theft or lost items at our facility. All Lost & Found items will be put in our Lost & Found area. Please label all items.

SUMMER CAMP REGISTRATION POLICY

Parents can register online at www.copperminefieldhouse.com or can call our front desk at 410-337-7781 or request a printed registration form or can download one from our website above. We accept checks, cash, or credit cards for camp payment.

All camp balances are due in full by May 1st. The credit card on file will be charged for any unpaid balances on May 1st. Credit cards are required with all applications and are kept on file to guarantee payments. All campers who register after May 1st must pay in full for camp at the time of registration. It is the customers responsibility to contact us for all camp related questions, changes, payment concerns, inquiries at camp@copperminefieldhouse.com.

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Due to the nature of our summer programming, we no longer offer partial weeks or sessions.

The camp reserves the right to cancel your enrollment in its entirety if payment is not received per agreement and all deposits will be forfeited.

All camp program changes or requests must be in writing and emailed to camp@copperminefieldhouse.com.

There is a \$35 returned check fee.

We encourage all parents and guardians to read our camp policies, Code of Conduct and camp information before registering campers.

The deadline for online camp registration is seven days prior to the camp week with which you are registering. Otherwise you must call in to check camp availability.

SUMMER CAMP CANCELLATION & REFUND GUIDELINES

All camp registrations canceled prior to May 1st will be refunded in full minus a ten percent processing fee.

For camp registrations canceled during the month of May families will receive a refund minus the \$100 non-refundable deposit per child per week in addition to the ten percent processing fee.

No refunds will be granted after May 31st for camp withdrawals.

Refunds will not be offered if summer camp is closed due to weather conditions, power outages, flooding, or for any reason that would prohibit camp from operating safely.

No refunds or adjustments will be made for any incidental absences including, but not limited to, illness, family vacations, sports schedules, or change in participants' schedule.

Should a summer camp program be cancelled due to low enrollment numbers, other camp program options will be offered or refunds will be processed.

All summer camp changes or requests are to be emailed and in writing to camp@copperminefieldhouse.com.

For participants that want to add camp weeks, we cannot guarantee availability. Waiting lists will be added when specific age groups within specific weeks are filled. All campers are enrolled on a first come first served basis.

SCHOOL'S OUT & CAMP BEHAVIORAL GUIDELINES

Coppermine Fieldhouse reserves the right to dismiss any camper or participant, without reimbursement of payment, that is unable to adhere to any announced safety rules or is disruptive in any other way. Participants are asked to keep their hands and bodies to themselves. Unwelcome teasing, horseplay, pushing, kicking, hitting, fighting, bullying or harassment may be grounds for removal.

First Offense – camper will be removed from the current activity and phone call home to parents.

Second Offense – camper will be sent home for the day (no refunds).

Third Offense – camper will not be allowed to return to camp (no refunds provided).

All parents are encouraged to read carefully the Coppermine Code of Conduct Agreement included in the camp paperwork. Coppermine is committed to making our camp environment safe and fun for everyone.

SCHOOLS OUT, WINTER & SPRING BREAK CAMP GUIDELINES

Full payment must be received at the time of enrollment to secure your child's place in camp. No refunds or credits are granted for absences, illness, transportation delays, inclement weather, withdrawals or dismissals. Coppermine staffs according to the registered students two weeks prior. Coppermine does not always follow Baltimore County closings and makes every effort to remain open.

If Coppermine closes due to weather during a camp day, a School's Out Day credit is reflected on the customers Coppermine account. No cash or credit card refunds are provided. This credit can only be used for another School's Out Day and may not be used toward any other class or program.

All weather related delays or cancellations are posted to our Coppermine Facebook page, our scrolling banner on our website at www.copperminefieldhouse.com and individual emails are sent to registered customers.

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Lunch is not provided. We prefer bag lunches labeled with campers' names. We supply water throughout the day and an afternoon snack. If your child has special diet requirements, we ask that you please provide your own snack. Please provide a water bottle labeled with the campers name on it. We are not a peanut free facility.

SNOW DAY & NATURAL DISASTER GUIDELINES

Coppermine Fieldhouse reserves the right to cancel scheduled classes or programming at any time in cases of inclement weather, natural disaster or other 'Acts of God' which may prohibit Coppermine Fieldhouse and staff to operate in safe conditions.

Coppermine will make every effort to try and reschedule any missed classes or programs, however there are absolutely no refunds or credits or guaranteed make up classes for programming or classes missed due to Coppermine Fieldhouse closing.

All weather related delays or cancellations are posted to our Coppermine Facebook page, our scrolling banner on our website at www.copperminefieldhouse.com and individual emails are sent to registered customers.

If Falls Road is ever "closed" for weather related issues, road improvement, etc. access is usually granted for the Coppermine facility and customers. Even though road closed signs may be present, Coppermine is typically still open and County workers will allow access from either Lake Avenue or Old Court Road. Please call to confirm that the facility is open 410-337-7781 during these unique road "closures" or changes.

Coppermine does its best to run all outdoor classes and programs as scheduled. Please confirm that your class is either indoors or outdoors when registering. Children are asked to dress in layers during colder temperatures. If the weather looks questionable please check our Facebook page, the scrolling banner on our website or call in for confirmation of outdoor classes running at 410-337-7781 and for all weather related updates and changes. There are no refunds or credits if a customer chooses not to attend class due to weather that Coppermine is still holding.

If a make up class is provided for a canceled class that does not work in a customer's schedule, there are no refunds or credits provided. Customers can choose to take a make up class in any other age appropriate class or program that is offered and has openings during that same session. There are no make up classes during the last two weeks of regularly scheduled classes. Make up classes do not carry over into the next session for any reason.

CLASS OR PROGRAM REGISTRATION GUIDELINES

All participants must have a signed, current Release & Indemnification & Acknowledgement of Risk Agreement on file before participating in any class, program or clinic.

Participants are able to join an open class or program at any time based on program and class openings, availability and at the teachers discretion. The remaining classes will be prorated on your bill at the time of registering. We are not able to accommodate or prorate any special request sign ups, regardless of conflicting personal schedules, planned or unplanned vacations, sports schedules, holidays, or for any other reason.

Early registration discounts, multi-class and sibling discounts only apply when registering for full class or program sessions. These discounts do not apply once a session has started.

Discounts of any kind may not be extended for any reason. Discounts are only available during the allotted times.

Coppermine is unable to hold a space in a class or program for any reason. No spaces are guaranteed without full payment. All class, camp and program registration is on a first come first serve basis.

We ask that all students and participants follow the age requirements for all classes. If a child is in the incorrect age after registering, they will be asked to transfer to their age appropriate program.

CLASS OR PROGRAM ANNUAL REGISTRATION FEE

All Coppermine Fieldhouse customers can take advantage of exciting benefits that come with the registration fee! All Coppermine programs require the annual registration fee.

Individual: \$20 Per Person/annually (non-refundable or transferable)

Family: \$40 Per Family/annually (non-refundable or transferable; for household of 2 adults & 5 children)

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Benefits:

- Access to classes, clinics, leagues, & other programs offered at Coppermine Fieldhouse facilities.
- Free T-Shirt or Cinch Pack or comparable item (dependent upon program)
- Early registration and discounts for select programs
- Free Raffles for a class or camp (Dates TBD)
- Free Coppermine Sponsored Events

PROGRAM & CLASS BEHAVIORAL GUIDELINES

Coppermine Fieldhouse reserves the right to dismiss any student, parent or participant, without reimbursement of payment, that is unable to adhere to any announced safety rules or is disruptive in any other way. Participants are asked to keep their hands and bodies to themselves. Unwelcome teasing, horseplay, pushing, kicking, hitting, fighting, bullying or harassment or the inability to follow directions may be grounds for removal.

Any child that has an aide during the day at school is asked to share that information when registering for a class or program to ensure that your child's class or program experience is as positive and safe as it can be. We ask that parents share any information that would be helpful for our staff to know while working with participants.

PROGRAM & CLASS CANCELLATION GUIDELINES

Customers are allotted two make up classes per twelve-sixteen week session. Summer classes are allotted one make up for the six week summer session. Session lengths are subject to change.

Make up classes must be scheduled at least twenty four hours in advance through the front desk at 410-337-7781. Customers are required to call in and be added to an existing class as long as there is space in the class at the requested time and with the instructors permission.

Customers must check in at the front desk upon arrival and receive a make-up sticker in order to participate in the make up class. Students without a make up sticker may not participate and will be asked to check in at the front desk to obtain the make-up sticker.

There are no make up classes the last two weeks of the session for any reason.

Make ups are not able to be carried over from one session into the next. You must complete your make ups within the same session you are enrolled at that time. Make-up classes are not guaranteed.

The child that is enrolled must be the one to attend class and any make ups. No substitutes or siblings may take a class for another student or another family member.

Coppermine reserves the right to cancel any class, clinic or program due to insufficient registration in order to ensure that we are providing the best experience possible for our customers. If the consolidation of classes or programs or the new class time and day does not work for the customer, Coppermine will provide either an in house credit or refund from the week of change onward. Classes and programs can be changed at any time but Coppermine will do its best to provide as much notice as possible.

In order to maintain the safety and comfort of all customers and guests, we reserve the right to remove anyone from our programs and classes who has acted inappropriately, has not complied with the Coppermine Rules and Regulations or has ignored requests or directions of the instructors or management of Coppermine Fieldhouse. Carrying firearms, illegal weapons, alcohol or drugs is prohibited and will result in immediate dismissal.

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Please arrive five minutes prior to the start of class. We ask that students wait at their designated assembly and meeting space until their class time is called and the instructor is present.

If your child is injured or sick please do not allow them to attend class. Children that are visibly sick, runny nose, persistent coughing, etc. will be dismissed from class and asked to return at a later time. There are no refunds for children sent home due to colds or illness.

Participants must dress appropriately and properly for all classes and programs. All jewelry (except small posts and medical bracelets) must be removed before starting a class.

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Hair must be pulled up off of the shoulders and away from the face with a secure elastic band.

Please have students use the restroom before attending class. This is especially important for our younger students.

Parents are not permitted in the teaching areas (except for Parent & Child classes). We will offer Parent Observation Weeks throughout the year, but ask that there are no parents within the teaching areas, in the dance studios, on the playing fields, to avoid distractions and for safety reasons. Please do not approach teachers during class.

Teachers will release students to their parents at the conclusion of class. Many of the instructors teach back to back classes so please be prompt in meeting your child after class. If a parent is running late for pick up your child will be waiting in the lobby area with our front desk staff.

Please do not allow students to touch or climb or use the equipment when instructors are not present. A Coppermine staff member must accompany anyone entering the class areas.

Shoes are not permitted in most class spaces, the main gym or gym hall. Please store shoes in cubbies. Please no food or drink in any of the teaching areas. Please monitor your child's activities prior to and after their scheduled class. All children must be supervised at all times.

Coppermine does its best to keep coaches and instructors consistent throughout each session. Should an instructor be absent, there are no refunds or credits given and a substitute instructor will teach the class. Instructors are subject to change without notice, but Coppermine tries to avoid this at all cost.

Coppermine Fieldhouse is not responsible for any items left unattended or lost.

PROGRAM & CLASS REFUND & CREDIT GUIDELINES

There are no refunds or credits for any missed classes. Session lengths are subject to change.

Coppermine Fieldhouse has a no refund policy once a class or program registration has been processed. In the occurrence of an injury endured onsite during Coppermine Fieldhouse programming, a credit will be granted for the unused classes from that day forward for that class and session. An incident form must be completed by a supervisor onsite and before leaving the facility.

If a participant switches from one program to another in the same session and there is a price difference, an in-house credit will be given. If payment is due because of the class change, payment must be provided in order to secure his/her spot in the class or program at the time of the requested change.

No refunds or credits will be made for any incidental absences including but not limited to, illness, family vacations, or change in participants' schedule.

Refunds or credits are not offered if classes or programs are closed due to power outages or for any reason that is beyond Coppermine's control and would prohibit Coppermine from operating safely. Make up classes are not guaranteed under these circumstances.

Coppermine will always do our best to find the right class or program for our customers.

LOST & FOUND POLICY

Coppermine Fieldhouse is not responsible for any theft or lost items or items left unattended. Please do not leave valuables or bags in your car for any reason. All lost and found items will be put in our Lost & Found area. Items are not held for longer than ten days. We encourage parents to label all items.