



Policies for PlayWisely ATX Classes

Enrollment:

Classes are offered for session enrollment or drop-in enrollment upon availability.

Advanced registration is required. If you enroll after the session begins, the enrollment price will be prorated. There are no refunds.

Transfers:

If you are enrolled in a session and request a transfer to a later session, you will be charged a \$30 transfer fee. If you are enrolled in a session and request a same-session class transfer for the rest of the session dates, you will not be charged a fee if it is before the first day of class. If you request the transfer after the first day of class, you will be charged a \$30 transfer fee.

New Family Onboarding and Materials Fee:

\$50.00 | Includes a PlayWisely take-home card set and a PlayWisely ATX t-shirt. This is a one-time fee for brand new families to PlayWisely ATX who enroll in a full session.

Siblings who enroll in a full session for the first time will be charged a reduced \$20 onboarding fee. If you attended a session at any point previously, you do not need to pay this again. New families and/or siblings who attend three or more drop-in classes will be charged the fee automatically. No refunds.

Absences/Cancellations:

Notification of any class absences due to illness, travel, or other personal reasons is highly encouraged via text, call, or email. There are no refunds for missed classes.

There are no refunds once you have signed up for a session or drop-in. Make-up classes are not guaranteed and only available if there is space within the same session in which you are enrolled in. Make up classes do not roll over to the next session. If you are planning to be absent, notice must be communicated an hour or more before the class begins to be granted a make up option if there is space. Failure to communicate an absence before an hour prior to class beginning or a no-show will not be granted a make up.

When Illness Occurs:

1. Your child must be fever-free for a full 24 hours to participate in class.

2. Your child must be free of any contagious illness or circumstance(s) (such as lice or rash) for a full 24 hours before resuming classes.
3. If your instructor is ill, they are required to notify you as soon as possible.
4. Your instructor reserves the right to ask a family to leave class without refund if there are obvious signs of illness that appear to be a risk to others at the instructor's discretion.
5. If a sibling has a contagious illness such as the Flu or Covid, please do not attend class as many of our tiniest students are immune compromised.

Safety Precautions:

Hand sanitizing stations will be available at all times. Equipment will be sanitized between classes. Children and adults are required to wear socks unless instructed otherwise. No food or toys are allowed in the studio (only water/breast milk/formula).

Diapering:

A changing table will be available for PlayWisely ATX families to use. Please do not dispose of soiled diapers within the PlayWisely ATX facility or its garbage cans. Disposable bags will be available to put diapers inside of to take home or to the outside dumpsters after class. Thank you for helping keep our area clean and fresh for all families to enjoy!

Sibling Policy:

At PlayWisely ATX, we strive to create a safe, focused, and engaging environment where every child can learn and thrive. To help maintain this experience for all families, siblings may attend class only under the following conditions:

1. Infants under 4 months old, or
2. Registered and paid students enrolled in a Mixed Ages or Music class (ages 4 months - 4 years).

Children over the age of 4 may attend only if the class description specifically includes a broader age range.

If you would like an older (4+) sibling to attend with an enrolled child, please request permission from your coach at least 24 hours in advance via email, text, or phone.

Pre-approval is based on class space and safety considerations and cannot be guaranteed. Refunds are not available if permission is not granted or if plans change.

If you arrive with a non-enrolled sibling who has not been pre-approved, you may be asked to leave class, and refunds will not be issued.

For pre-approved cases where both children attend, a \$10 sibling fee will automatically be charged to your card on file.

For non pre-approved siblings who are granted access upon arrival, a \$30 sibling fee will apply.

Our coaches are committed to creating a positive, distraction-free environment for all participants. If a sibling becomes disruptive, the coach may kindly ask the family to step out of class or leave without refund.

Inclement Weather Policy:

If area school districts, including Dripping Springs ISD and Lake Travis ISD, are closed due to inclement weather, PlayWisely ATX classes will be canceled and you will receive a text or email. In the event of a 2-hour delay, cancellations will be at the discretion of the instructor and communicated via text/email. No refunds or credits will be given for classes canceled when make-ups or credits are offered but not utilized.

Questions?

As always, please contact Chloe at chloe@playwisely.com or 262-510-4567 with any questions. Thank you!