



PARENT HANDBOOK

CLUBHOUSE
LGS RECREATION

**CLUBHOUSE IS A FUN
AND POSITIVE
ENVIRONMENT FOR
CHILDREN TO LEARN
AND GROW EVERYDAY
AFTER SCHOOL.**



Contents

*Welcome to Clubhouse!
This handbook contains
information regarding our
program. It is very
important that you read it
in its entirety and keep it
handy as long as your
child is enrolled in the
program.*

Program Overview	4
Program Operating Days	4
Fixed Monthly Tuition Plans	4
Locations & Contact Information	5
Flexible Tuition Plan-Drop-In Care	6
Registration Fee	6
Sibling Discount	6
Program Invoice-Billing	6
Late Payment	7
Declined Auto-Pays & Returned Checks	7
Past Due Accounts	7
Tuition Change Forms	7
Late Pick Up Fee	8
Minimum Days	8
Program Snack	8
Electronics Policy	8
Computer and Internet Policy	9
Program Absences	9
Sick Child Policy	9
Dispensing of Medication	10
Injury Reports	10
Sign-out Authorization Policy	10
Student Discipline	11
Billing Calendar-Fixed Tuition Plans	12



Program Overview

Operated by Los Gatos-Saratoga Community Education and Recreation (LGS Recreation), Clubhouse provides a safe, healthy and nurturing childcare environment on-site before and after school for TK – 5th grade students. The program is intentionally designed by trained staff to offer a variety of engaging activities that incorporate academics, youth development and recreation.

Program Operating Days

Clubhouse follows the school year calendar. The program is available when there is instruction for students and closed on school holidays and staff development days. Holiday camps are typically offered on non-instructional days at an additional cost-program flyer released closer to date(s).

Enrollment

To enroll for Clubhouse, an online registration application must be completed and approved before any student can attend the program. All students registered for Clubhouse must attend that school during the regular school day.

Fixed Monthly Tuition Plans

Fixed tuition plans include 5 day, 4 day and 3 day options. Fees are based on 180 instructional days, divided into ten equal monthly payments (August – May). Fee is charged at the beginning of the month (see Billing Calendar for specific payment dates). There are no credits/refunds issued for any missed tuition days or for early pick up days.

Locations & Contact Information

ARGONAUT CLUBHOUSE

408-867-6348

argonautch@lgsrecreation.org

BLOSSOM HILL CLUBHOUSE

408-335-2131

blossomhillch@lgsrecreation.org

CARLTON CLUBHOUSE

408-358-1010

carltonch@lgsrecreation.org

DAVES AVE CLUBHOUSE

408-335-2223

davesch@lgsrecreation.org

FOOTHILL CLUBHOUSE

408-867-6646

foothillch@lgsrecreation.org

LEXINGTON CLUBHOUSE

408-335-2157

lexingtonch@lgsrecreation.org

OSTER CLUBHOUSE

408-978-8722

osterch@lgsrecreation.org

SARATOGA CLUBHOUSE

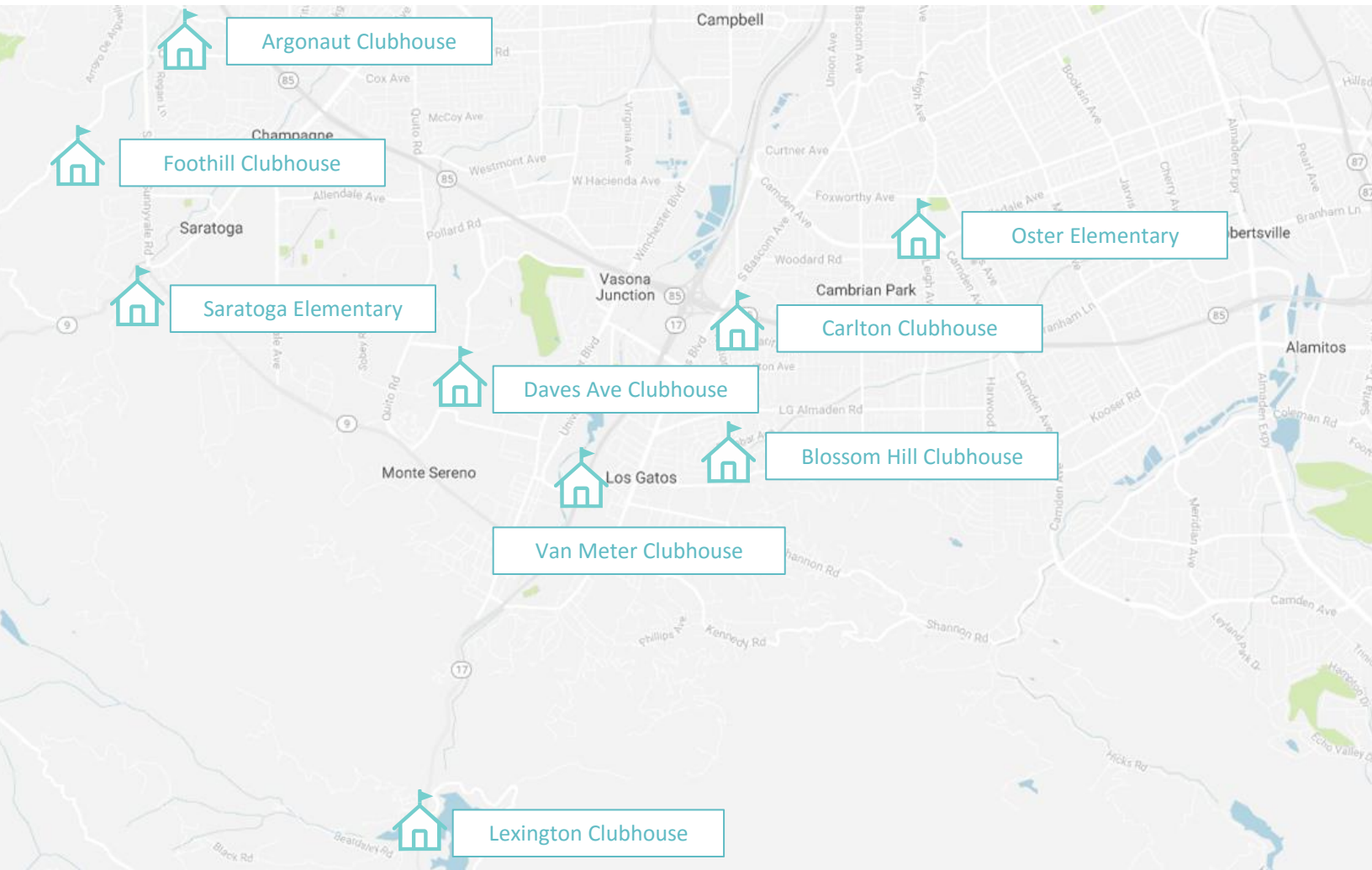
408-867-1550

saratogach@lgsrecreation.org

VAN METER CLUBHOUSE

408-335-2244

vanmeterch@lgsrecreation.org





Flexible Tuition Plan-Drop-In Care

Billed in hourly increments, flexible drop-in care is offered for your convenience. Pre registration is required and done through the Parent Portal- no minimum time is required. Electronic notification is sent to all families when monthly calendar is available for drop-in reservations. Cancellations must be done via email to clubhouse@lgsrecreation.org 24 hours in advance or they will not be honored. Payment for the time services were provided will be processed at the end of every business day. No shows scheduled to attend Clubhouse will automatically be charged a fee of \$50 for a Monday, Tuesday, Thursday or Friday and \$75 for a Wednesday.

Registration Fee

A nonrefundable one-time registration fee of \$55 per child/per school year is due at the time of registration.

Program Invoice-Billing


Clubhouse billing is paperless. For fixed tuitions, if you do not receive an invoice via email on or by the invoice date indicated on the Billing Calendar, log in to the customer portal to check your balance due or contact LGS Recreation's Clubhouse Accountant. It is your responsibility to review monthly invoice/charges and contact LGS Recreation to discuss any discrepancies. After 30 days, all charges will be considered accepted/final and no adjustments will be made.

Sibling Discount

There will be one primary user identified per family; the youngest child on the family account. A 10% discount on a fixed tuition schedule only, will be applied for each additional sibling registered.

Payment Dates

All auto-pays are processed by credit card, on the processing date indicated on the Billing Calendar for Fixed Tuition Plans. Payments are not accepted at the school office or at Clubhouse. Flexible Drop-In Care is charged at the end of every business day.



Declined Auto-Pays & Returned Checks

A \$20.00 fee is incurred for declined auto-pays and checks returned for NSF or stop payments. Please note your credit card's expiration date on file to avoid this fee. Returned checks are not re-deposited so payment must be made in a different form. Failure to remit payment on returned auto-pays/returned, stopped checks will result in loss of Clubhouse privileges.

Tuition Change Forms

Changes to a student's tuition plan must be processed prior to the cutoff date noted on the Billing Calendar. Tuition plan changes must be documented on a Change Form available at your student's Clubhouse and submitted to Clubhouse staff for processing. A \$15 fee is incurred for processing each change. Please see the Billing Calendar for specific change/cancellation cut off dates.

Late Payment

A 10% late fee of balance owed is charged for past due payments. An account is considered delinquent when a past due balance is present. If payment is late more than twice in a school year, payment will be required in advance. LGS Recreation reserves the right to terminate participation when payment is more than 10 days late two times or more in a single school year.

Past Due Accounts

LGS Recreation's Clubhouse Accountant will notify you once via email and once by phone when your account is past due. We reserve the right to suspend student participation when payment is not made within 10 calendar days of the due date. Past due accounts greater than 61 days will be automatically sent to collections and parent/guardian will be responsible for reimbursing LGS Recreation for all collection fees incurred.



Late Pick Up Fee

A \$25.00 charge will be incurred per fifteen minutes for each student still checked-in at Clubhouse after their scheduled tuition end time or program closing time. **IMPORTANT:** The local police department/social services will be contacted if your student is still present 30 minutes after Clubhouse closing time and we have not heard from you or an authorized pick-up.

Minimum Days


Students that do not have a Minimum Day as one of their scheduled tuition days can attend Clubhouse only if they are pre-register as Drop-In for the day. Pre-registration can only be done through the Parent Portal and **space availability is limited.**

Program Snack

In accordance with LGS Recreation standards, the Clubhouse program serves one afternoon snack daily. A monthly menu is posted on-site for your reference. Please note, Fridays are special treat days.

Electronics Policy

Clubhouse follows the rules of the regular school day with regards to cellular phones, tablets and other electronic devices. Items brought or used on campus in violation of school policy are confiscated and returned only to the parent/guardian. Similarly, items brought or used on campus in violation of campus policy are NOT the responsibility of LGS Recreation, Clubhouse program, employees, or volunteers, and these parties are NOT responsible and will NOT pay for lost, stolen, or broken items.



Computer and Internet Policy

Computer use and Internet access are not rights but privileges with responsibilities. Staff may revoke these privileges at any time. Participants are expected to abide by the general rules of electronic etiquette. Inappropriate uses and behaviors will result in suspension or termination from the program.


Sick Child Policy

Ill students will not be allowed to participate at Clubhouse. You will be promptly notified when your child becomes ill while checked-in to the program. You are expected to arrive to the site as quickly as possible to take your child home.

Program Absences

Please notify the site as early as possible by calling the Clubhouse site phone number when your child is absent from the regular school day or will be picked up after school and not attend Clubhouse. If there is no answer when calling, please leave a message containing the name of your student and date. Do not call the school office to notify Clubhouse.

If a student was present at school but does not check-in to Clubhouse within 30 minutes of their school release time, and Clubhouse has not been notified that the student will be absent, program staff will attempt to contact a parent/guardian by phone to ensure the student is located. If a parent or guardian cannot be contacted, those designated as emergency contacts will be called once. If the staff member is not able to contact anyone in person, he or she will leave a message. Please return our call as soon as possible.



Dispensing of Medication

Before medication is dispensed to a participant, a Permit to Administer Medication form must be completed and submitted by a parent/guardian. The form can be obtained at the Clubhouse from the Clubhouse Director. All medication must be prescribed by a physician, in the original container/packaging and contain the child's name on the label. Such medications will be stored according to the instructions on the label, kept beyond the reach of children, and returned to the parent/guardian when no longer needed.

Sign-out Authorization Policy

No persons other than those identified on your child's registration information (emergency contact/authorized pick-up) will be allowed to sign your child out of Clubhouse. Any changes to this information will not be accepted by phone. Please login to the customer portal to edit/update your child's emergency contact/authorized pick-up information.

Injury Reports

Minor injuries sustained during the program are reported to the families on an "Injury Report." You will receive a copy of the "Injury Report" when you pick up your child. Families are called immediately in the event of a serious or questionable injury.

Student Discipline

One of our goals is to help your child develop a positive self-image. We recognize that children need clearly defined limits set in a non-threatening yet firm manner. To encourage children to be self-directed and exhibit self-control, we apply principles that build individual esteem and avoid any practices which may shame children into submission. Children are provided close supervision, gentle guidance, and redirection. When these steps do not achieve the desired result, we direct the child to think about the situation in a "Reflection Time." We DO NOT condone nor employ corporal punishment.

If a student does not adhere to our behavior guidelines, the following process will be implemented:

- 1** Verbal warning.
- 2** *Student Behavior Incident Report* to be completed by program staff, then to be reviewed and signed by parent/guardian.
- 3** Suspension from the program. Length of suspension will vary depending on the severity of incident. Parent/ legal guardian and program staff conference must occur prior to student returning to the program. (The school principal is notified.)
- 4** Termination from the program.

Billing Calendar-Fixed Tuition Plans

The first month's tuition fee will be charged automatically at the time registration is approved. Below is this year's monthly billing calendar.

MONTH	CHANGE FORM CUT OFF DATE	INVOICE DATE	PAYMENT PROCESSED/DUE
AUG	--	AT THE TIME OF REGISTRATION APPROVAL	
SEPT	AUG 24TH	SEPT 1ST	SEPT 8TH
OCT	SEPT 22ND	OCT 3RD	OCT 9TH
NOV	OCT 23RD	NOV 1ST	NOV 8TH
DEC	NOV 17TH	DEC 1ST	DEC 8TH
JAN	DEC 14TH	JAN 2ND	JAN 9TH
FEB	JAN 23RD	FEB 1ST	FEB 8TH
MAR	FEB 16TH	MAR 1ST	MAR 8TH
APR	MAR 23RD	APR 2ND	APR 9TH
MAY	APR 20TH	MAY 1ST	MAY 8TH



**WE LOOK FORWARD TO
GROWING WITH YOUR
FAMILY.**