

Program Policies

Registration and General Questions

- **Review Before Registering:**
 - Please review our program policies before signing up for any classes. Contact us if you have questions or need clarification.

Code of Conduct

- **At Willowdale, we value a supportive and respectful community where children, guides, and teachers can explore and learn together.**
- **Child-Led Learning:** We follow the child's lead, allowing them to engage at their own pace and comfort level. Guides and teachers will provide gentle encouragement while respecting each child's autonomy.
- **Respect for Others:** All participants—both children and adults—are expected to communicate and interact with kindness and respect. We do not tolerate harmful language, exclusion, or any form of discrimination.
- **Respect for Nature:** We teach children to care for the environment by exploring responsibly, treating living things with care, and leaving natural spaces as we found them.
- **Safe and Supportive Play:** Risk-taking is encouraged in a way that supports learning and development. Guides should step in if safety becomes a concern while allowing children the opportunity to assess and navigate challenges independently.
- **Conflict Resolution:** Disagreements and frustrations are natural. We encourage peaceful conflict resolution by guiding children toward solutions that respect everyone's feelings and needs.
- **If concerns arise regarding conduct, we will work together with families to ensure a positive and inclusive environment for all.**

Age Range and Class Format

- **Our program is designed for children ages 1.5 to 8 years.** Children younger or older than this range are welcome to enroll at the parent or guardian's discretion. All classes are mixed-age, and mobility is not a requirement for participation.
- **Sibling Enrollment:** Siblings over 1.5 years must enroll in the class. However, if a sibling needs to attend a session due to a scheduling change (e.g., a day off from school), they may attend one session without enrolling. Please notify the guide in advance so that any necessary materials can be prepared.

Class Trials

- **When classes aren't full, families are welcome to try a session before committing to a full season.** The drop-in rate is specified on the registration form, and there is no obligation to enroll for the entire season.

Refunds and Credits

- **Before the Season:** Request a refund before the season starts, and you'll receive a credit equal to your payment.
- **After the Season Begins:** Request a refund after the season starts, and you'll get a credit for all remaining sessions.
- **Missed Sessions:** No credits or refunds are provided for sessions missed due to scheduling conflicts or illness.
- **Teacher-Canceled Sessions:** If more than two sessions are canceled by the teacher without rescheduling, you'll receive a prorated class credit.
- **Rescheduled Pop-Up Classes:** If a pop-up class is rescheduled and you cannot attend the new date, or if it's cancelled, you'll receive a class credit.

Referrals

- **Referral Credit:** If you refer a friend who registers for a full season, you will receive a \$25 class credit.

Pricing and Payment

- **Pricing Structure:**
 - The standard full-season price varies by season.
 - When applicable, the drop-in fee will apply.
- **Payment Terms:** Payment must be made in full at the time of registration to secure your spot unless payment options are available through our registration system. We cannot accept cash.

Scholarships

- **Scholarship Availability:** Scholarships are limited and not guaranteed as we continue to seek grant opportunities to offer free or reduced-cost classes.
- **Contact for Scholarship Insight:** If you have suggestions or insight on funding opportunities, please email us at willowdalenh@gmail.com.

Inclement Weather

- **Weather Cancellation Guidelines**
- Classes may be cancelled if:

- Wind gusts are expected to be 25-30 mph or higher.
- Freezing rain is forecast.
- Temperatures (including wind chill) are below 17°F.
- The Manchester School District cancels school due to unsafe road conditions.
- **Notification:** The teacher will notify families at least 90 minutes before class via email and/or text message.
- **Rescheduling:** If possible, the session will be rescheduled within the same week. Note that the season schedule may be adjusted by one week.

Creating a Safe Learning Environment

- **Supervision:** Each child (explorer) is accompanied by an adult (guide) during class. Teachers support guides and ensure a safe environment for risk-taking.
- **First Aid:** Teachers carry a First Aid Kit that is available for use by guides if needed.
- **Safety Rules:**
 - Explorers may explore independently as long as they remain visible or audible to their guide or teacher.
 - Guides check in with children engaging in physical play to ensure they feel secure.
 - Risky play is encouraged, but guides will provide redirection if safety is compromised (e.g., maintaining space when using sticks).
 - Explorers are discouraged from putting natural objects in their mouths. If this occurs, we work with the guide to manage the situation safely.

Health and COVID-19 Safety

- **Before Class:** All participants, including teachers, should self-assess symptoms of COVID-19 or other illnesses and decide whether it is safe to attend class. Please follow current CDC quarantine guidelines, stay home and rest!

Snacks and Beverages

- **Consumption Policy:** Snacks and beverages are allowed. Please be mindful of others' space, especially if there are allergies or sensitivities.

Insurance and Teacher Certifications

- **Insurance:** Willowdale NH is insured by Thimble, and both class locations are listed as Additional Insureds.

- **Teacher Certifications:** All teachers are First Aid/CPR certified. You can view their credentials [here](#).

Communications

- **Consent to Communicate:** By registering for a class, you agree to receive email and marketing communications from us.
- **Emergency Information:** Please ensure that your contact information and emergency contact details are up-to-date in our registration system.
- **Policy Changes:** Our policies are subject to change. We will notify registered families of any significant updates in advance.

Photography & Media Release

- **Families can choose to opt in or out of media release during registration.**
- **Opted-In:** Photos and videos may be taken during class and used for promotional purposes, including social media and marketing materials.
- **Opted-Out:** No photos or videos of your child will be shared.

Diversity, Equity, Inclusion & Respect

- We are a progressive, secular and **LGBTQIA+ affirming program**.
- We are committed to creating an inclusive and welcoming environment for all.
- We celebrate our differences and the unique perspectives each person brings.
- We kindly ask that all members of our community communicate respectfully and refrain from any language or behavior that targets or marginalizes others.
- If you experience or witness behavior that does not align with these values, please let us know.