



# ~ Program Policies ~

## Wellesley Council on Aging

Effective ~ January 1, 2013

Program participation at the Wellesley Council on Aging has grown significantly over the last year. In an effort to meet the program demand, the following policies and procedures have been developed. These guidelines are intended to provide clear and concise information to participants, instructors and staff on various program related issues.

### Inclement Weather

All COA activities (day and evening) will be cancelled when Wellesley Public Schools are closed. If Wellesley Public Schools have a delayed opening, all COA programs WILL STILL START at their regularly scheduled time, unless you are informed otherwise. Additionally, information about class cancellations, delayed starts, etc. will be clearly stated on the outgoing voice mail message of the Council on Aging. Call 781-235-3961 after 8:30am to hear detailed information.

### Make-Up Classes

One or two potential make up dates will be agreed upon by instructors and staff for all fee-based programs that run several consecutive weeks. All students will have this information prior to registration. If make-up dates must be used, no refunds are allowed for students unable to attend. Make up dates/times may differ from the regularly scheduled class day/time.

### Day Trip Payments

Payment for all day trips must be made at the time of reservation. Payment confirms your reservation.

### Class Payments

Payment **must** be received 1 business day prior to the start of the session. We do not prorate courses.

### Day Trip Refunds

Refund policies for day trips will be clearly stated on all publicity materials for each individual trip (e.g. COA newsletter, day trip flyer, Newspaper article). Therefore, refunds will be issued only when in compliance with the stated refund policy. Refund policies will always state "no refunds issued after X date."

### Class Refunds for any Reason

Refunds will be issued when COA staff is notified prior to the start of the 3<sup>rd</sup> scheduled class. The refund amount will be equal to the total of the remaining classes. No exceptions will be made.

### Class Cancellation

Classes that do not attain the minimum enrollment will be cancelled 48 hours prior to the scheduled start date. Full tuition will be refunded. You will be called if your class is cancelled, otherwise, plan on attending.