

General:

All children will enter Stretch the Imagination through our back entrance. This entrance is accessed from the UCSF parking lot adjacent to the building.

Studio Address: 2509 Bush Street, SF, CA 94115 (cross streets Divisadero and Scott)

Studio Phone Number: 415-922-0104

Stretch website: www.stretchtheimagination.com

2009-2010 School Year Holidays
(Holiday camps available during certain weeks)

Preschool Alternative classes start Friday September 11th, 2009
All other classes start the week of September 14th, 2009

We are closed the week of Thanksgiving November 23rd -27th

We are closed the week Christmas December 21st -25th

We are closed the week of New Year December 28th -January 1st

We are closed the week of April 5th -April 9th for spring break

We are closed May 31st for Memorial Day

Session Dates for the 2009-2010 school year

See website for Check due dates

Fall: September 14th – November 20th

Winter: November 30th – March 5th, 2010

Spring: March 8th – June 4th, 2010

Cancellation/Refund Policy:

A registration fee of \$25/child is required. This \$25 is non-refundable. If you sign your child up for our classes the tuition is due in full by the due date. If you cancel after checks are due but before the session starts we will refund 100% of your tuition if we can fill your space. If we are unable to fill your space we will refund 50% of your tuition. Once a session has started there are no refunds.

Summer Camp Refund Policy:

Summer camp tuition is due in full when you register for a camp in order to reserve your space. If you cancel we will always refund your money if we are able to fill your space. If we are unable to fill your space please note the following refund policy:

Before April 1st: Fully refundable

April 2-May15: 50% of camp tuition refundable.

After May 15th- Camp tuition is non-refundable.

Bounced Checks:

If your check bounces you will be charged a \$25 fee in addition to requesting a new check.

First day of class:

Drop off is a 10-minute window beginning 5 minutes before the start of a class and ending 5 minutes after the start of a class. Please enter through the door at the back gate. We will keep the Bush street door locked at all times for safety.

All parents, especially families new to Stretch, should have someone who is reachable by phone the first day of class in case your child has separation anxiety. This person must also be on the list of people authorized to pick up your child. Many new parents stay in the area the first day. There is a Starbucks .5 blocks away on Divisadero and the Fillmore street shops are only 3 blocks away.

If your child is upset we will call you if they do not calm down within 10 minutes. Usually it is the initial separation that is challenging and by the time you are on the sidewalk they are already integrated into an activity. You are always welcome to call the studio after you have left to check on your child. Some children take longer to fully settle into the session if it is their first experience with a drop off class. If your child does have separation anxiety we will work with you during these first classes to help your child integrate.

Parking:

We are located between the UCSF research center and the UCSF parking lot. The parking lot is a one-way lot. You enter from Bush and exit on Scott.

Stretch does not own this parking lot or have permission to park there. PLEASE DO NOT PARK IN THIS LOT. UCSF has made it very clear that if we park in their spaces we will lose the privilege to drive on their lot.

The parking lot does have a meter man who will ticket people who are illegally parked in the lot. UCSF will however let us use this parking lot for Drop-off and pick-up.

During the first few weeks of a session or the first day of a summer camp you will need to park in the area if you plan to come inside to drop your child off personally. Once your child is comfortable and settled a teacher can take them from your car during our drop-off process.

There is parking behind Tortilla Heights and Starbucks. You enter this lot from Bush street just past Divisadero at the Wells Fargo ATM. There is also street parking on the surrounding streets and metered parking on Divisadero. There are garages in the area. One lot is 3 blocks away on California between Fillmore and Steiner and across from Mollie Stones.

Drop-off:

Our Drop-off and pick-up process will act like many of the schools in San Francisco.

1- The door opens 5 minutes before class starts and stays open for 10 min.

Examples:

- a. 8:45 drop off 8:40-8:50
- b. 9:00 drop off 8:55-9:05

2- Please do not talk on your cell phone during drop-off. We need everyone's full attention as children are being walked through the lot.

3- Please turn into the lot from Bush street and pull along the fence on the right.

4- If these 4 spaces are full a teacher will direct you as to where you can park. Please follow the teacher's directions. We may need you to circle the block.

5- If waiting on Bush street please keep the entrance clear so doctors can still enter the parking lot.

6- Please stay in your car and a teacher will take your child from the car

7- Please sign-in your child. You are required by California Law to sign a complete and legible last name.

Pick Up:

1- Pick-up begins 5 minutes before class ends and ends after 10 minutes.

Examples:

- a. 11:45 pick up 11:40-11:50
- b. 12:00 pick up 11:55-12:05

- 2- Please do not talk on your cell phone during pick-up.
- 3- Children must be signed out. (A legible signature is required by law)
 - a. We will check ID if we do not recognize the person picking up a child. This includes grandparents, parents, nannies etc. who we have not met.
- 4- If you drove to pick up your child please use the same 4 spaces along the fence as drop-off
 - a. If the fence spaces are full you can wait on Bush to pull into the lot or circle the block. Please do not block the entrance.
- 5- Parents must buckle their child in at pick-up.

If you are picking your child up on foot please come to our back gate and a teacher will bring your child to you. If you need to pick your child up early please call the studio at 922-0104 and we will bring your child to you.

Late Policy:

There is a 10-minute window for pick-up. You may pick up as early as 5 minutes before and as late as 5 minutes after the official time. For example, if your class ends at 11:45 the pick-up window is 11:40-11:50. From 11:51 on you are considered late.

Parents will be assessed \$5.00 for pick-ups 0-10 minutes after the end of the pick-up window. A \$2.00/minute fine is assessed after this next 10 minutes window (20 minutes after the start of pick-up).

If you arrive after the pick-up window please come inside to pick up your child and to sign our late pick-up binder. The cash fine will be accepted either at pick-up or on your next day of class.

Please share this information with others who pick up your child such as dads, nannies, grandparents, etc.

Please make sure to call if you know you are running late. We understand that emergencies happen and will assess on a case-by-case basis if the late fine applies.

What to bring to class:

Please put your child's name in their belongings.

All children in our morning program should bring a small snack.

NO NUTS PLEASE!

Children in our Pee Wee 2-3s program for the 2009-2010 school year should bring:

1- Sippy cup/water bottle

2- Small snack - **PLEASE NO NUTS ALLOWED**

3- Diaper or change of clothes

a. If your child is potty training please make sure to let a teacher know. We will be sure to check with the child periodically during class.

Your child's name should be in all their clothes. We have accumulated quite a lost and found of very nice clothes that have never been claimed. At the end of each session we will donate all unclaimed clothes to a charity.

We put smocks on the children during our art projects and much but not all of our paint is washable. Paint can often find its way onto the children's clothes even when wearing a smock. It's best to send your child to Stretch ready to explore in clothes that can get stained.

Allergies/Food:

Stretch the Imagination is a nut free studio. We are very careful to document which children have allergies. Many children these days have a life-threatening allergy to nuts. Please do not send your children with any food that contains nuts of any kind. Thank you for your understanding!

If you miss a class:

Please call to notify the studio if you will miss a class. Unfortunately, we do not offer make-up classes due to our teacher/student ratio.

Accidents/Incidents:

When a child sustains an accidental injury, whether it is a bump, scratch, or cut we will tell you at pick-up. If it is more serious we will call you from class. If a child's behavior jeopardizes the safety of other children, such as biting, the parents of both children will be called as soon as possible to make them aware of the incident and to help ensure privacy. If a child's behavior continues to be unsafe we will meet with the parents and develop a specific strategy to resolve the behavior. If the behavior continues to be unsafe we may have to end the child's participation at Stretch until they can participate safely.

Stretch the Imagination's Sick Policy:

Please keep your children home if you suspect they are ill and that their condition could infect other children. All illnesses, other than colds, must

be reported to Stretch the Imagination immediately upon diagnosis. If a child is out of school longer than one week due to illness, a staff member will contact the parent regarding the nature of the illness. Stretch the Imagination has the authority to require a release from a doctor prior to a child being admitted back to the facility. Stretch the Imagination's standards for keeping a child home from school in the event of illness are:

- **Fever within the last 24 hours**
- **Severe or phlegm-producing cough**
- **Diarrhea within the last 24 hours (three or more watery stools in 24 hours)**
- **Vomiting within the last 24 hours**
- **Sore throat with fever or swollen glands**

Sick Policy Continued-

- **First 24 hours after first taking an antibiotic or new prescription medicine**
- **Uncontrollable or deep chest cough**
- **Body rash, especially with fever**
- **Green nasal mucous**
- **While chicken pox sores are still infected**
- **Thick mucus or pus draining from the eye**
- **Evidence of lice**
- **Signs of weakness, no appetite, does not want to play, sleepiness**
- **Complaints from child**

It is recommended to keep children home for at least 24 hours after any of these symptoms abate or if there is any question of illness. If children have any of these symptoms and the doctor says the children are allowed to come, please bring a note from your doctor for clarification.

If children have been absent from Stretch the Imagination for a week or longer with a contagious disease (e.g. Chicken Pox), please bring a doctor's note of approval to inform us that renewed attendance is acceptable.