

Pick Up Policy

Parents/Guardians must sign out their child(ren) before leaving.

Notify JMG if someone other than the Parent/Guardians on the registration sheet is picking up your child(ren)

Please pay attention to the WhatsApp group for up to date locations during aftercare.

Please use the WhatsApp to communicate with the coaches if you are running late for pick up or drop off.

See Late Pick Up Policy for additional charges.

Billing Policy

All Aftercare fees are due before the first day of afterschool care once the registration process is complete.

The first month of services will be charged in advance upon registration.

Fees, Refunds & Cancellation Policy

Monthly Afterschool Fees will be prorated for holiday school closures of a week or more. Fees will not be prorated for single day holiday school closures.

Aftercare Cancellation and Refund Policy

When you make a booking with us, your booking is a 'contract', where we agree to provide service on a specific date or within a specific period. Monthly contracts are automatically renewed the beginning of each month via credit card.

30 days written notice is required to fully cancel your monthly aftercare contract. This notice may be provided as an email or by letter. Upon providing the cancellation notice you may receive a credit for any unused portion of the monthly fee (prorated credit) after the 30-day period..

Late Pick up, Fees & Past Due Balances

Parents are subject to a late fee of \$15 each 15 minutes after pick up since the coaches need to be paid for the extra time.

Parents are subject to an additional fee of \$10 if they do not adhere to the required 24-hour advance notice for daily drop in.

Parents are subject to a \$25 fee for declined credit cards not updated within 5 days of notification.

Parents with a past due balance of 5 days or more are subject to a \$25 late fee.

Past due balances of 10 days or more are subject to suspension from the Afterschool program until the balance is paid.

Schedule Changes

If you have signed up for 4 or less days per week of aftercare, those selected days are considered your schedule for the month. You are not able to change those days from one week to the next.

Communication

For those who need daily drop-in, please notify JMG within 24 hours so we can notify the coaches and place your child on the pick up list for that requested day(s).

Contact Information

Please text, email or call JMG if your child will not be in aftercare or if you are picking up later than 6pm.

JMG SportsWise

Matthew Wong (323) 801-6391

Jennifer Wong (323) 207-5366

Email: Info@jmgssportswise.com

I have read, understand and agree to JMG's Aftercare Policy.

Full Name

Date