

## Policies and Procedures

### REGISTRATION

Registration for programs at the Lyceum can occur in three ways:

1. By telephone at 604.733.1356
2. By email at [lyceum@christiannehayward.com](mailto:lyceum@christiannehayward.com)
3. By dropping by 3696 W 8<sup>th</sup> Avenue

Families registering for the first time must fill out a copy of our registration and consent forms and return them to the Lyceum before the beginning of their first class. Returning families are encouraged to make sure that the Lyceum has their current contact information on file when reregistering.

### PAYMENT

In order to be as contactless as possible, our preferred method of payment is e-transfer to [lyceum@christiannehayward.com](mailto:lyceum@christiannehayward.com). We also accept cheque or cash, and can accommodate debit or credit if needed.

Spaces can be held in all Lyceum programs for one week without payment. After one week, if no payment arrangements have been made, the Lyceum reserves the right to offer the student's space to others wishing to join the class.

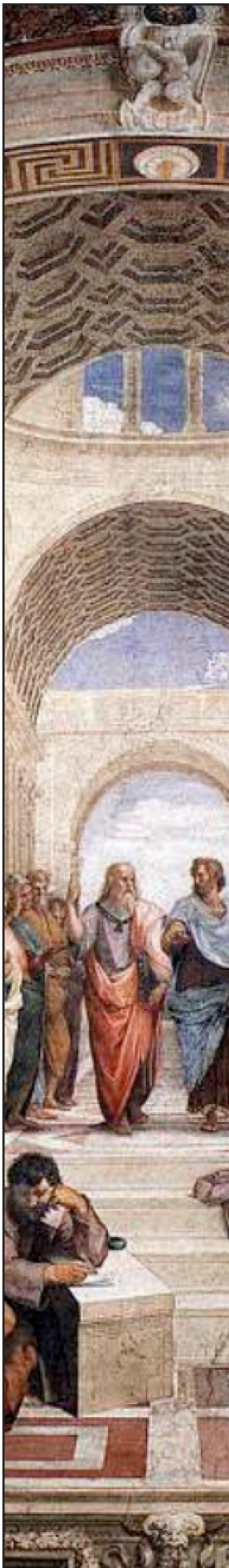
We are happy to extend deadlines to accommodate families who are applying for outside support to attend our programs, however the responsibility for obtaining the necessary documents and mailing applications in a timely manner rests with individual families.

We are happy to discuss payment schedules for families requiring a little flexibility. We are also occasionally able to offer scholarships for those in need. Call us at 604.733.1356 to discuss options.

The Lyceum is happy to prorate registration fees for those joining a class later in the term, providing space is still available.

### WITHDRAWALS

Ideally those who need to withdraw from a course will take a credit to be used towards future classes.



Refunds will be given up to 1 week before commencement of the class. An administration fee of \$30.00 will be applied to all refunds. Families that withdraw after the one week cut-off may have their class fees applied as credit on their account, but will not be eligible for a refund.

### MISSED CLASSES

If you know that you are going to have to miss a class at the Lyceum, please let us know by telephone or email. This helps us plan for the day more effectively.

The Lyceum does not **guarantee** make up classes or refunds for those who miss their regularly scheduled classes. However, arrangements may be made to attend a similar class at a different time, if doing so would not interrupt the class in question. Please call us at 604.733.1356 to see if this might be a possibility for your child.

If you have planned absences at the time of registration, we may be able to offer a future replacement class but only if the replacement class does not fill completely. If the class fills with the maximum number of children we cannot offer this arrangement as your spot could therefore be taken by an individual who is willing to participate in the entire program. It is your responsibility to contact us 1 day prior to the start of the program to discuss this possible option. In any case, please mention your situation to the person taking your registration.

### SIBLINGS

Bookclub is intended to be a special time between a parent and child. The Lyceum asks that every effort be made to find suitable childcare for siblings on bookclub evenings. We are, however, sympathetic to the fact that this is not always possible. If bringing a sibling becomes necessary, siblings are asked to play quietly in the living room and parents are asked to pack enough quiet toys and games to keep siblings entertained for the duration of bookclub.

### TWIN POLICY

We will give a 10% discount to families with twins that attend the same class or families with three siblings that attend the same class.

### REGISTRATION DATES

Registration dates for our programs are as follows:

**Fall term:**

June 15: Last date that spaces are held in fall programs for currently enrolled students

June 16: General registration for fall programs begins

**Winter term:**

November 15: Last date that spaces are held in winter programs for currently enrolled students

November 16: General registration for winter programs begins

**Spring term:**

March 1: Last date that spaces are held in spring programs for currently enrolled students

March 2: General registration for spring programs begins

**Summer Camps:**

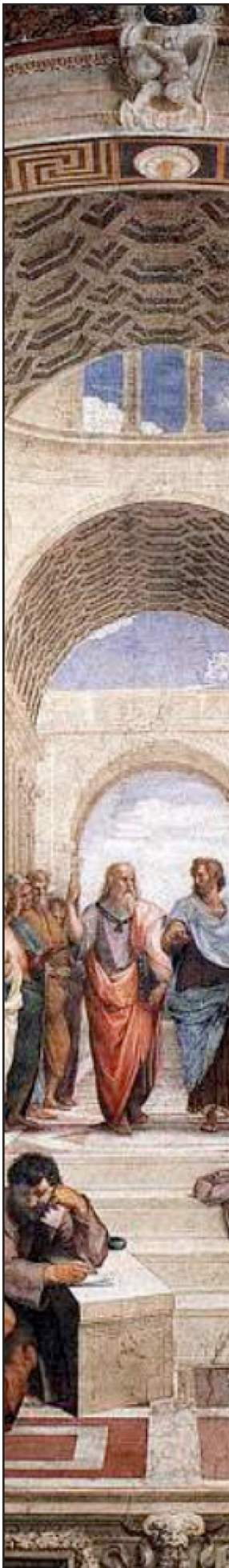
March 1: General registration for all summer camps begins

**REFERENCES**

Christianne's Lyceum of Literature and Art strives to be a place where children feel comfortable taking risks and empowered to share their opinions and experiences. We welcome youth with diverse abilities and backgrounds and aim to give them a place in the community where it is possible to be themselves. To preserve this sense of acceptance and community, Christianne and the rest of the Lyceum staff must adhere to the following guidelines when providing character and academic references.

1. We believe that young children change daily and that remarkable advancements in literacy, artistry, and social development can occur in a matter of weeks. For this reason, **we do not feel comfortable providing character or academic references for children under age five.**
2. We understand that the need for reference letters for preschool and kindergarten students is motivated by your desire to give your child the best possible education, and we are happy to contribute to this process. **We are pleased to provide a letter of attendance for students in our ECE programs.** This letter will outline the nature of the program your child has attended at the Lyceum and a copy will be sent to you and the schools to which you are applying.
3. Christianne is happy to write reference letters for students over the age of five, who **she has known for at least one year.**





4. **We require at least three weeks notice** to write a reference letter. In high demand times, such as November and January, four to five weeks is appreciated.
5. To write the best possible reference letter, **we require the application criteria and full address of the school to which your child is applying. For older students, a resume and the school or scholarship's evaluation criteria are very useful.**
6. Due to high demand for reference letters, we can only supply individualized reference letters for **two schools per student.**
7. Christianne feels particularly committed to writing reference letters for students applying to **high schools** and students going on to **higher education.**

Christianne is untiring in her desire to fight for the children she recommends, and unwavering in her belief that children learn at different rates and in different ways. Our policy on reference letters stems from the philosophical and theoretical beliefs that underline all the work that goes on at the Lyceum. We thank you for supporting us in upholding these beliefs.

## CHRISTIANNE'S **LYCEUM** OF LITERATURE AND ART



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