



## Manoa Keiki Club policies and guidelines

### Health & Safety Guidelines

- Masks are now optional at Tutor Doctor Hawaii and Manoa Keiki Club
- We kindly ask all participants to wash or disinfect their hands before entering the play center.
  - Staff will be required to thoroughly disinfect the center between each class and at the beginning and end of each day.
  - Keiki and staff are required to stay home and not attend class if they are feeling sick or showing symptoms of illness. This is a key step in keeping our center safe for everyone, and we kindly request for parents to assess their children before coming to class.
  - Any public place where people gather presents an inherent risk of exposure to COVID-19 or other communicable illnesses. Families must abide by Tutor Doctor Hawaii's health polices (attached at the end of this document) to mitigate this and assume all risks related to exposure to COVID-19 and other illnesses.

### Booking Fee

All registrations are subject to a \$1.99 non-refundable booking fee required by our integrated registration software, Sawyer. This will be applied once per order at checkout. The booking fee *will not* be applied to subsequent monthly charges.

## Enrollment Policy

### Class Packages

Families have the option to purchase class packages for greater convenience and flexibility. These packages allow you to schedule available classes at times that work best for you and your child.



### ***Scheduling***

Class scheduling is on a first-come, first-serve basis. To ensure availability and to accommodate your preferred time slots, we recommend booking your classes as early as possible.

### ***Advanced Booking***

All classes must be scheduled at least 24 hours in advance. This allows us to prepare materials, coordinate instructors, and deliver the best experience for your child. Once a class is scheduled, it will be automatically deducted from your class package.

### ***Cancellation Policy***

If you need to cancel a scheduled class, please notify us at least 24 hours in advance. Upon timely cancellation, the class will be credited back to your account, and you can reschedule it for another time.

There will be no refunds on any class package purchases. By purchasing a class package, you agree to adhere to the policies outlined above.

### ***Missed Class Due to Illness***

We understand that children can fall ill suddenly and unexpectedly. If your child wakes up feeling sick and will not be able to attend a scheduled class, please contact us as soon as possible to let us know.

808-439-6777

[info-tdhawaii@tutordocor.com](mailto:info-tdhawaii@tutordocor.com)

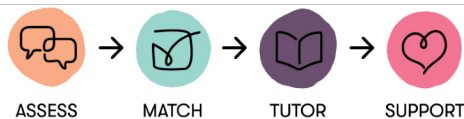
### ***Behavior Expectations and Policy***

Tutor Doctor Hawaii upholds the fundamental principle that every individual should be treated with dignity, respect and care to allow the opportunity to play and learn in a safe, fun and caring environment. Every individual plays an important role in our classes, and we all must act in a manner that promotes care and mutual respect. The safety and well-being of each child and team member are of our highest priority, and we kindly request that you please help to guide your child accordingly. If a child behaves in a way that repeatedly disrupts the class experience for others or endangers other children or team members, they may be asked to be removed from the class. Tutor Doctor Hawaii reserves the right to ask children not to return to the play center if their behavior consistently and negatively affects other children and team members. In this case, tuition fees will not be refunded.



### *Manoa Keiki Club Class and Play Center Policies*

- Grown-ups must provide and wear their own socks in the play center while keiki will go barefoot.
- Grown-up participation is required, and we kindly request that only 1 grown-up join us for class.
- Please supervise your keiki at all times.
- Please refrain from using your cell phone during class to allow for a distraction free experience with your keiki.
- Please be respectful and courteous to others if you intend to upload photos and videos to social media platforms that may include other keiki or grown-ups in class.
- Please refrain from bringing your own toys or personal items into the play center.
- Drinking and eating are not permitted in the play center.
- Manoa Keiki Club classes are designed to gently introduce keiki to the structured routine of preschool. We strongly encourage your keiki to participate and transition through each activity as scheduled. If your keiki does not want to participate in the scheduled activity (such as circle time or the group activity), we kindly request that you refrain from allowing free play at the other stations to avoid further disruptions.
- All play centers and playgrounds have an inherent risk of illness and injury. Anyone who enters our play center assumes and understands the risk for yourself and children. We are not responsible for any loss, theft, or damage of personal property.



**Tutor Doctor Hawaii  
COVID Guidelines and Policies to Safely Return to the Learning Center and  
Off-Site Tutoring**

**Updated and Effective January 1, 2023**

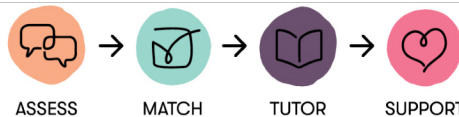
***Masks at the learning center are now optional.***

**EXPERIENCING \*COVID-19 SYMPTOMS  
Regardless of Vaccination status**

- Refrain from entering the learning center or off-site tutoring sessions for a minimum of 5 full days or until symptoms fully resolve.
- Must be fever-free ( $> 100$  °F) and symptom-free without the aid of medication for at least 24 hours for symptoms to be considered fully resolved.

**\*COVID-19 SYMPTOMS (include but not limited to the following)**

- Elevated temperature ( $>100$  °F)
- Congestion or runny nose
- Cough
- Sore throat
- Nausea or vomiting
- Shortness of breath, difficulty breathing
- Diarrhea or sore stomach
- Headache
- Fatigue
- New loss of taste or smell



**POSITIVE COVID-19 TEST**  
**Regardless of Vaccination status**

- Isolate at home for at least 5 days from date of positive test or onset of
- symptoms, whichever is earlier.
  - Must be fever-free ( $> 100$  °F) and symptom-free without the aid of medication for at least 24 hours to end isolation.

**EXPOSURE OR CLOSE CONTACT TO A COVID-19 POSITIVE CASE**  
**Regardless of Vaccination status**

- No quarantine required.
- Individual may return to the learning center and off-site tutoring sessions if **asymptomatic**.
- Individual should monitor themselves for symptoms for 10 days following the last contact and refrain from entering the learning center or engaging in off-site tutoring if symptoms develop.



ASSESS



MATCH



TUTOR



SUPPORT