

## **Policies and Procedures**

**Updated March 27, 2024**

### **Reservation Process**

Advanced booking is required for all lessons, camps and programs. A participant form must be completed before a reservation can be placed. All activity appropriate waivers must be completed prior to any participation in STARS programming. Failure to complete, sign, and return all forms to STARS may result in a cancellation.

For any lessons, camps, or programs that are waitlisted, STARS has up to the date and time of the lesson, camp or program to notify you if we can provide service.

### **Pay Later**

When Pay Later has been selected, this DOES NOT guarantee the lesson until PAYMENT IN FULL has been submitted. I.e. Registrations are NOT complete until full payment has been received. We will notify you with a confirmation e-mail as soon as we receive your payment which is due 30 days prior to the first start date requested. If programs are in need of closing by the request of program team due to staffing shortages for your deferred payment dates and payment has not been received prior to the time of this closing request, we must CANCEL your registration as it is not confirmed due to incomplete payment.

### **Equipment Rentals**

All rentals and fittings are to be completed prior to any STARS lesson. If you arrive to your lesson without equipment, we reserve the right to reschedule your lesson if possible.

### **Weather**

All lessons take place in an outdoor environment where weather conditions can rapidly change. Therefore, it is the participant's or guardian's responsibility to be prepared and dress for all conditions. Also, please make sure participants are dressed and ready upon arrival for all lessons/programs.

### **Personal Care Attendants**

STARS Adaptive Recreation program volunteers and staff cannot administer medication or assist with the personal care of participants. Those who require assistance shall provide a personal care attendant during the activity. Personal care attendants are free of charge to participate with the program when assisting a participant. STARS staff maintains the right to screen all applicants for the appropriateness of each camp to ensure that each participant will have a safe, fun experience.

### **Service Animals**

STARS staff are not responsible for service animals. Arrangements must be made for service animals prior to activities if arrangements are needed.

### **Drop Off / Pick Up**

A parent or guardian is required to check in and check out each child every day of programming with a designated STARS staff. We will not release your child to anyone not on your list of approved individuals. Please submit the names and contact information for anyone other than a parent/guardian who may be dropping off or picking up your child.

### **Lunch / Snacks** *(when applicable)*

Participants are responsible for bringing a lunch, a snack, and a full water bottle every day (if desired and when applicable on full day programming). Please note that our programming is primarily outdoors so we do not have refrigeration, and we also do not always have the means to heat up lunches. If you choose to send money, STARS/instructors/staff are NOT to be held liable for anything that could potentially happen to the change/credit card.

### **Late Arrivals**

All lessons will start promptly at the scheduled time. Please allow ample time for travel, parking, equipment rental, lesson preparation, etc... Late arrivals need to call the STARS office at 970-870-1950 as early as possible. Lessons will not be extended due to late arrivals. Lessons will be forfeited if the STARS office has not been notified of a delay and it is 30 minutes after the lesson start time.

### **Drug/Alcohol Policy**

STARS maintains a Drug and Alcohol-Free environment during camps and lessons. Use, being under the influence, and transfer of alcohol, marijuana, illegal drugs, or other intoxicants by participants at any time on STARS premises is strictly prohibited.

### **Helmets**

If participating in any of the following activities, participants are required to wear helmets.

1. Cycling
2. Mountain Biking
3. Horseback Riding
4. Alpine Skiing and Snowboarding
5. Outdoor Rock Climbing

### **Winter Only**

#### *Weight Limit*

Due to the equipment manufacturer determined weight limits and the personal safety of both the participant and instructor, STARS cannot accommodate sit skiers over 200lbs.

#### *Lift Tickets*

Lift tickets are provided for all lessons, camps and programs. Lift tickets are a part of the registration costs. If a participant already has a season pass, we are NOT able to prorate the lesson registration costs.

### **Summer Only**

#### *Activities*

Please note all activities are subject to change. You will be notified of any changes to programming by email, text, or phone call.

#### *Horse Program*

Participants in the horse program are required to wear a helmet (provided), long pants and closed toe shoes.