

# TONGWOOD Art Programs Parent Handbook

Please read this handbook carefully to understand our program policies, safety rules, parent responsibilities, and emergency procedures.

## 1. Communication & Parent Involvement

- Daily Updates: Teachers provide a summary of your child's activities at pickup.
  - a) If someone else is picking up your child, parents can request updates via:
  - b) Email: [info@tongwood.com](mailto:info@tongwood.com)
  - c) Call/Text: 617-842-5679
- Feedback & Surveys: Parent feedback forms are sent every two months, and feedback is reviewed in our first Monday teacher meeting each month.
- Classroom Observation: Parents should not stay inside the classroom unless specially requested. A waiting area is available for new parents to observe their child's transition.

## 2. Attendance & Scheduling

- Arrival Time: Please arrive 10-15 minutes before class to allow your child to settle in.
- Late Arrival: Students arriving late will not receive extra time to make up for missed lessons.
- Leave: **Notify us at least 24 hours in advance via email or text** if your child will miss a class. Each student is allowed a maximum of 2 makeup sessions per 10 classes. Unnotified absences will not qualify for makeup sessions.

## 3. Course Structure

- Each month, we announce the class themes and materials via email and social media.
- Some projects take two or more weeks to complete, so attendance is important.
- Classes may be adjusted or rescheduled due to material shortages or unforeseen circumstances.

## 4. Course Renewal & Confirmation

- Three weeks before the end of a course, we send a sign-in sheet (attendance record) to parents for review and renewal confirmation.
- If no confirmation is received within one week, we will assume withdrawal and open the spot for new students.

## 5. Payment & Refund Policy

- Payment Methods: Cash, Check, or ACH Transfer (via our Invoice Link for quick payments)
- Refund & Cancellation Policy:

- a) No refunds. Please confirm all arrangements before enrolling.
- b) Class rescheduling requests must be made at least two weeks in advance.
- c) Refunds for medical reasons require a doctor's note.

## 6. Student Behavior & Discipline Policy

- Students must respect teachers and classmates.
- We use positive reinforcement and guidance, not punishment.
- If behavior issues arise, we will use gentle interventions and communicate with parents.
- Zero-Tolerance Policy: Students engaging in bullying, violence, discrimination, or other serious misconduct may be suspended or dismissed.

## 7. Enrollment & Non-Discrimination Policy

We do not discriminate based on race, gender, nationality, religion, disability, or financial background.

## 8. Drop-off & Pick-up Policy

- Children under 10 years old must be picked up by a parent or an authorized person.
- Late Pickup Policy:
  - a) Parents must pick up their child within 15 minutes after class ends.
  - b) Late pickups will incur a \$20 fee per 15 minutes, payable immediately.

## 9. Class Pauses & Holiday Camps

- Class Pauses: If you need to temporarily pause lessons for vacation, please notify us at least one week in advance.
- Vacation Art Camp: We offer special Vacation Art Camp during holidays. Please check our website or ask staff for details.

**For any questions, please contact us:**



☎ 617-842-5679

✉ [info@tongwood.com](mailto:info@tongwood.com)

**Please scan the QR code  
to complete the waiver form.**