



UPDATES TO COTTONWOOD YOUTH CENTER RULES & PROCEDURES

We're looking forward to another great season at the Cottonwood Youth Center! As we continue to grow, we're making a few important changes to help things run more smoothly—for your kids, for you, and for our staff. Below are some updates we want all families to be aware of before the season begins. We know life is busy, and we hope these changes will make planning ahead easier and help ensure every child has a safe, positive experience.

What's Changing – Please Read:

- **Drop-Off Starts at 2:30 PM**

We love seeing your kids, but we're not able to supervise anyone before 2:30. If your child arrives earlier, they'll need a Rec Center day pass or they can visit the Library until we open.

- **Pick-Up by 5:30 PM**

Please make sure your child is picked up by 5:30. Late fees will begin at 5:35 PM, so setting a reminder can help avoid any surprises.

- **Registration & Payment Must Be Complete Before Attending**

To keep everyone safe and organized, all participants need to be fully registered and paid before their first day. We are working with the School Districts to address any child who utilizes this service to be dropped off at our program. We can not accept children who utilize the school transportation if they are not registered in our program.

- **No Refunds for Missed Days**

In an effort to align with all other Parks and Recreation programs we're not able to offer refunds for unused time. Example, if you register your child for a two-week session but only use 8 of those days, we can no longer credit you back for the days you didn't use as it takes up the space of someone on our waitlist. If you find this is a recurring issue we encourage you to speak with staff. We are addressing this as we transition into our new software system being launched later in the year.

- **Card on File Required**

We ask that each family keep a card on file. If a child attends but wasn't registered that day, your card will be charged at the higher drop-in rate. This option was created to allow for us to accept students who were not pre-registered in the program but may have been dropped off. All registered campers need to be pre-paid before utilizing the service.

- **More Flexible Options – Weekly or Monthly Registration**

We now offer both weekly and monthly registration so you can choose what works best for your schedule.

- **Drop-In Fee Increase**

Drop-in care is still available. Please see our fee sheet for drop-in rates.

- **Wednesdays – For 21st Century Club Families**

If your child attends the 21st Century Club and you'd like them to come to the Youth Center afterward, please contact the school in advance to arrange bus transportation by 2:30 PM.

We know change can take some getting used to, and we're here to help however we can. If you have any questions or want help with registration, feel free to reach out or stop by the check-in area—our team is happy to walk you through it.

Thank you for being part of the Youth Center community—we're excited for a fun and safe season ahead!

Inspiring a Vibrant Community