

# Class Policies

*Please read the following before registering.*

## LOCATION AND TIME:

Classes are held primarily at:  
**Child Care Resource Network**  
1000 Hertel Avenue  
Buffalo, NY 14216

**Please check class descriptions for exact location.**

- ◇ Please note beginning times of classes. Anyone arriving 15 minutes after the start of instruction will **NOT** receive a certificate for credit. Please bring **confirmation form** and **legal photo identification** with you when attending class.

## CREDITS, REFUNDS, CANCELLATIONS

1. There are **NO** refunds for missed classes.
2. If classes are cancelled due to low enrollment, participants will be notified and credit will be issued for 90 days. Credits will not be extended.
3. Phone 877-6666, ext 3017 for class cancellation Information.
4. In case of inclement weather, tune to WKBW TV Channel 7 or on the web at [www.wkbw.com](http://www.wkbw.com); WGRZ Channel 2 On Your Side or on the web at [www.wgrz.com](http://www.wgrz.com); WIVB TV Channel 4 or on the web [www.wivb.com](http://www.wivb.com); or News Radio WBEN, 930 AM

## CONFIRMATIONS

1. Your **registration is not final until** prior financial obligations with the Child Care Resource Network are met.
2. Confirmation letters will be sent for mail-in registrations only.
3. **Your registration is not final until the registration information is entered in our system, an opening in the class is confirmed and you receive a confirmation letter.**

## FEES

1. Fees are noted in class descriptions.
2. Fees are non-refundable and non-transferable unless otherwise noted.
3. Membership is verified for lower pricing.

## CELL PHONES & PAGERS

1. Use of cell phones, texting and/or pagers are prohibited during classes.

## CHILDREN

1. We love children and realize that last minute child care problems can occur. Unfortunately, we cannot allow children of any age to attend classes.

## CDA and SACC RENEWAL

1. Please note, many of our classes carry CEU

## REGISTRATION AND PAYMENT

1. Please fill out a separate registration for each person and keep a copy for your records.
2. You can now register online at [www.wnychildren.org](http://www.wnychildren.org) Payment is made through Pay Pal. When **registering on the website**— Please note: **class registration closes 1 week prior** to the scheduled date of the class.
3. Checks and money orders are accepted for mail-in registrations. Please make checks payable to: "Child Care Resource Network." A \$35 fee will be charged for any returned checks.
4. Registrations cannot be accepted for any class, training, or seminar unless all previous financial obligations with the Child Care Resource Network are met.
5. Be sure to register early – classes fill quickly! **New Policy Walk-in Policy An additional \$5 "walk-in" fee will be charged to all providers who do not pre-register for a class at least 1 day prior to a class and walks into a class the day of the class. To avoid this fee and the possible cancelation of a class: REGISTER EARLY !** Classes may be cancelled if a minimum number of registrations are not received **1 week prior** to the scheduled class date.
6. Phone registrations cannot be accepted.
7. **Your registration is not final until the registration information is entered in our system, an opening in the class is confirmed and you receive a confirmation letter.**

## CERTIFICATES AND CLASSES

1. Providers who **walk-in and register** for a class after the registration period has closed, **will not receive a certificate until verification** that all prior financial obligations with the Child Care Resource Network are met.
2. **Nothing larger than a twenty dollar bill** will be accepted for payment.
3. You are responsible for maintaining your class certificates and training records. There will be a \$5.00 charge for each duplicate certificate requested.
4. You must remain for the entire class to receive credit and a certificate.
5. There will be a \$10.00 fee for transcripts, including CEU transcripts (Members are free).
6. Every effort will be made to contact participants if there is a change in CEU credit status due to the substitution of an instructor when the original trainer is unable to facilitate a scheduled class. This is rarely necessary.