

# Cancellation Policy



Please see below our policies and expectations for attendance in our programming.

## ✔ Our Commitment To You

Once the enrollment for a particular class is confirmed we will hold the spot for the participant for the duration of the term. That includes staffing the class appropriately. Unless you communicate with us that you or your participant can no longer participate you will be financially responsible for the full payment, whether you attend or not.

Fiscal Intermediaries (FIs), that are part of the Self Direction system, expect that you or your son/ daughter will attend each class and will reimburse AutismUp accordingly. As a value added service to you we will submit the invoice to the FI you provided. However, if we do not receive the full payment from the FI then you are financially responsible for any difference in the balance due. It is up to you to advocate with your FI to arrange for approval and payment to AutismUp.

Please reach out to us if you know you or your participant expect to be out for a week or more so we can understand the status of the enrollment. We will follow up with you if there are 2 unexcused absences in a row.

## ✔ Types of Absences

Vacation – If the participant is absent for a vacation we cannot offer a credit or makeup.

Sick/Medical Issues – If the participant is feeling ill we ask that you do not attend. However, if the illness keeps the participant out for more than a week please connect with us so we can understand the length of time that person will be absent.

If you or your participant are experiencing cold, flu or covid symptoms, please stay home. We want to help staff, volunteers, and participants remain healthy so we appreciate your consideration.

## ✔ Drop Policy

We understand that for the reasons already noted or other considerations a participant may need to unenroll from a class. We ask that you notify us of that decision as soon as possible. Drop requests will only be accepted up to the Saturday of the fifth week of the term, unless extenuating circumstances apply. With that communication we will unenroll you or your participant and adjust the invoice accordingly. However, if we do not hear from you then you will be financially responsible for the full cost of the class. If a class has to be missed, please notify AutismUp of the absence beforehand whenever possible.

We hope if you ever have any concerns or questions on how the term is progressing for you or your participant please reach out. For all these matters the contact information is listed below.

## ✔ General Program Questions

Hannah Kmiecinski, Program Manager, [Hkmiecinski@autismup.org](mailto:Hkmiecinski@autismup.org), (585) 248-9011 x107

## ✔ Full Life Academy Questions

Jeanne Ricigliano, Director, Center for Community Transition & Full Life Academy, [jricigliano@autismup.org](mailto:jricigliano@autismup.org), (585) 248-9011 x123

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