

Thank you for registering with Learning Exchange! *Keep this sheet*

Laura Lancrete 952-681-6132
(Registration Questions)

Janet Clarke 952-681-6121
(Class Content or Policy Questions)

Office: 2575 West 88th Street, Suite 200; Bloomington, MN 55431

Waiting Lists: If your class confirmation says that you are on a waiting list, **you should not go to the waitlisted class unless we call you and say there is an opening.** You will not be allowed to stay. Your money will be refunded for the class you were put on the waitlist for. Refunds will be mailed out at the end of the session. (See Refund Policy.)

Reminder Calls: Learning Exchange will try to telephone you to remind you of the upcoming classes. Instructors cannot accept registrations on the night of class.

TRAIL: TRAIL will call you if you are a TRAIL rider and are registered for a class that has TRAIL. TRAIL riders are responsible for notifying TRAIL/Metro Mobility more than 1 hour prior to your pickup time to cancel a TRAIL ride. If you cancel within the hour you will be considered Cancelled on Arrival. If you get 2 Cancelled on Arrivals in one month you may be suspended for two weeks. For Richfield or Bloomington TRAIL riders call dispatch at 651-602-1180. For Edina and Eden Prairie TRAIL Riders call Dispatch at 651-602-1100. **Also call Janet at Learning Exchange, 952-681-6121, and Jill at TRAIL 612-401-6395,** with your cancellations.

Staff at class: Three or more residents from a group home require a staff person to stay and assist at class. Any participant needing 1-to-1 assistance, including with personal care or taking medication, needs to have a staff person present to assist at class. A person with an active seizure disorder needs a staff person at class.

Absences: If you are ill or need to miss class, call us at 952-681-6121, as early as possible before a class. We may have a waitlist for the class and would like to offer the space to someone on the list.

Be On Time: Please respect drop-off and pick-up times. Arrive about 10-15 minutes before class starts. Please be on time to pick up riders at the end of class. If you are 30 minutes late for class you may not be permitted to fully participate since class has already started.

Bad Weather? We will call and/or email the contact person we have on file if a class is canceled and will also list any canceled classes on Janet's voicemail (952-681-6121), after 3 pm the day of the class. Please confirm with us that day that you received the cancellation notice.

Refund Policy: A full refund will be provided to participants on the waitlist or when a class is canceled by Learning Exchange due to weather or low class enrollment.

- A full refund **minus a non-refundable \$5.00** processing fee will be provided to the participants when you cancel a class 5 or more business days before the start of the class **OR** when you cancel a class due to illness **AND** we are able to fill your space with someone on the waitlist.
- No refunds will be given when you cancel a class less than 5 business days before the start of the class, except as noted above, when you cancel a class due to illness **AND** your space is filled from the waitlist. Please call 952-681-6121 or email Janet Clarke at jjclarke@isd271.org to cancel.

Refunds are processed at the end of the entire session; Fall refunds are issued in January, Winter refunds are issued in April, and Spring refunds are issued in June.