



Kimberly Rush  
Mothering Support Service

## **Class Policies**

### **Class Cancellations & Holidays**

- Classes are not held on holidays—see the class calendar for holiday closures.
- Classes may be cancelled when Asheville City Schools are delayed or closed for inclement weather.
- If you have preregistered for a class and find you are unable to attend, please contact the class organizer as soon as possible so someone else may take your place. We ask for 24 hour notice if you need to cancel. There are no refunds on any services delivered, including classes, as services do not come with any guarantees.
- Check out the class event on the Facebook page in order to see if class has been cancelled due to inclement weather or instructor illness.

### **Group, Private, and Private Group Classes**

- There must be a minimum of 3 couples per group class.
- Couples scheduled for a private or group class who cancel within one week of the class will be assessed a 50% of the class fee (unless the cancellation is due to delivery). If you have to cancel due to delivery, you can apply your payment to another class or service. There are no refunds on any services delivered, including classes, as services do not come with any guarantees.
- If you need to cancel and reschedule a private class, please do so by phone or text, with as much time as possible. This allows us to contact other patients who are waiting for appointments. We ask for 24 hour notice if you need to cancel.

### **Illness Policy**

Please do not come to class if you or your baby have a fever, cough, runny nose, sore throat, are vomiting or have diarrhea, or if you feel sick. If you have the flu, do not return to class until you or your baby have been fever free for 48 hours (in the absence of any fever reducing medications like Ibuprofen or Tylenol).

### **Diaper Policy**

In order to make our classroom a pleasant place for moms and babies, we ask that you take your dirty diapers to a trash bin outside of the class room area. Thank you!

### **Code of Conduct**

We love babies and children. If your child is being loud or interrupting the class, please be considerate of those around you and take your child in another room or area until he/she settles.

Pregnant women are sensitive to smells, so please do not wear strongly scented perfumes, colognes, cigarette smoke, and lotions, etc.

Kimberly Rush Mothering Support Service takes pride in personal compassionate care. We aim to treat all our clients with respect and dignity at all times. We also expect the same from our clients. Angry outbursts, aggressive or violent behavior or inappropriate language will not be tolerated. Failure to comply with this may result in termination of our client-lactation consultant relationship.