

## FAQs

### Welcome to Community Center!

How do I register?

- If this is your first time signing up for our classes, registration needs to be in person. Please visit Community Center in Yokosuka or Ikego to sign our registration form. Every new registration must read and understand our Policy and Procedures which explains details on class payments, vacation policy, discontinuation, cancellations, and refunds. After you have registered and have your own account, you may sign up for classes in person, over the phone, or on our website ([navymwryokosuka.com/myffr](http://navymwryokosuka.com/myffr)).

How much are music lessons?

- Music lessons are \$20 for a 30 minute time slot. If you wish to have a 1 hour session, it is still \$20 per 30 minutes times two, but only if the time slot is available. Trial lesson is also a fee of \$20 per 30 minute session.

How can I sign up for music lessons?

- Community Center provides piano, guitar (classical, acoustic, ukulele, electric), and drum lessons. Currently there is a waitlist for all our music classes. It's best to call or visit Community Center office to get on the waitlist or to find out how long it takes to be called from the waitlist. When you are called from the waitlist, you may do one trial lesson that allows you try a class and decide whether you want to commit to the scheduled time or instructor. As per our policy, we allow 2-business days from trial lesson date to make a decision. If the student does not take the spot within 2-business days, it will be offered to the next person on the waitlist. Please keep us updated even if you do not want the spot.
- It is best to note that each instructor is its own class and has their own lesson plan. They also have preferred age ranges they like to teach; some instructors prefer to teach 11 years old and up and some instructors are willing to teach 4 years old and up.

How many music instructors do we have?

- We have 8-9 piano instructors, 1 drum instructor, and 2-3 guitar instructors. Each instructor is its own class and therefore has their own schedules. When you decide to commit to a class/instructor, that time slot is yours.

How do I cancel or discontinue music lessons?

- As per our Policy and Procedures you have signed upon registration, we need a two-week notice before your last day of class that you plan to discontinue with music lessons. We will give you a discontinuation form stating the student's name, class instructor, date and time, and last day of class. If you suddenly decide to stop your classes, we require a two-week class payment after the notice and a discontinuation form to completely discontinue. If we receive no notice of discontinuation, you are still required to make payment for that month regardless of whether

you stopped attending class. The reason for these actions is because the time slot is reserved for you only and the instructor awaits your arrival. Upon signing our Policy and Procedures, you have agreed that it is your responsibility to ensure that payments are up-to-date and you have communicated with the instructor and the Program Assistants about any requests or concerns.

What happens in case of an emergency and I cannot attend class?

- In the event of an emergency, i.e., TDY/TAD, duty, medical emergency, illness, or injury, we may give a full refund with a proof of reason. Documents accepted are doctor's note, medical appointment dates from the hospital or clinic, and TDY/TAD orders. We will not accept a photo of a thermometer or prescription. The maximum amount of time we can hold a spot for a student due to emergency reasons is one month. If you exceed the one month period, you will need to make payment after in order to keep your spot. If we receive no notice from you after the one month period, the student will be removed from the roster and we will call the next person on the waitlist. The reason for these actions is because we have a long waitlist and some patrons have waited more than six months for a spot. This allows the waitlist to continuously move and share the opportunity to other community members. In addition to this, the instructors are our contractors and these classes are their livelihood. Their earnings are based on the amount of students on their roster. If a student holds a spot and does not pay, this affects the instructor, not Community Center.
- When a natural disaster happens, (i.e., Covid-19 or typhoon), we will cancel class and give a full refund of those days either to your household account or to the original credit/debit card used to make the transaction.

Can I do make-up lessons on missed classes?

- If you are sick and cannot attend class, and have no doctor's note, unfortunately the class will be considered a missed class with no option of make-up.
- If you have a special conflicting schedule with a class (i.e., school event or out of town), you may speak with your instructor to do a make-up lesson based on availability. There is no guarantee that you will have the option to have a make-up lesson because instructors' schedules are regularly full.

What is the Vacation Policy?

- Community Center offers an opportunity to using our Vacation Policy once a year per student per class. The Vacation Policy covers two consecutive weeks of classes where you keep your spot without payment. The two weeks cannot be separated into two separate weeks; they must be consecutive. This policy helps alleviate the anxiety of losing your spot when you decide to go on vacation. However, if you exceed the two-week vacation period, payment is needed for the remainder of the month's classes in order to keep your spot even if you cannot attend class. Make-up lessons are not an option if classes are missed.

What is the Refund process?

- For Music, Tennis, and Gymnastics classes, we will only give a refund of a class if there is a proof of emergency or inability to attend class (i.e., doctor's note, TAD/TDY orders), or if class is canceled due to circumstances beyond our control.

- Dance, Arts and Craft, Japanese language, Cooking, Ikebana, and Driver's Ed, require 24-hour's notice that you will not attend class to receive a refund.
- One option is to return the amount to the original credit/debit card used for the transaction. This refund would need to happen in person with the original receipt and the credit/debit card.
- Another option is to return the amount to your household account. The amount can then be used on another future transaction.

What should I bring to music class?

- Piano instructors will request for you to purchase a music booklet from a bookstore or online. Each instructor requests different books per student. Not all books are the same and not all instructors teach the same way or style.
- Guitar instructors request students to bring their own guitar so they can get used to their own instrument. For trial lessons, it is not mandatory to bring your own guitar, the instructor will allow you to use a loaner guitar for that lesson. When you decide to continue with the class, then you will need to purchase your own instrument. Guitar instructor may also request that you purchase a specific music book.
- For drum lessons, we provide the drum set in our music room. The instructor may request that you purchase a specific music book.

When do I pay for music class?

- Payment deadline is always first of the month or first class day of the month before you attend class. We do our best to be ahead of schedule. We may start accepting payments one month prior. For example, we start accepting payments for August around the first week of July. Anytime from July 1 to August 1 or first day of class in August is the time to pay for August. If payment is made after classes have already started, it would be considered a late payment and therefore is subject to removal from the roster and you will still be required to make payment for the first week of class. It is the responsibility of the customer to stay up-to-date with their dues.

Do we send out reminders for class dates and payments?

- Currently, we do not send automatic reminders. If and when we send out a friendly reminder, they are personally sent from our Program Assistants. We are working on a more efficient way to send information to all our patrons.

How do I sign up for Tennis Lessons?

- We offer private and group lessons in Yokosuka and Ikego locations for ages 5 to adult. We have two instructors that work together to provide this service to the community. Currently, there is a waitlist and it is best to get on the waitlist soon. When a spot becomes available, we call the next person on the waitlist.

How much are Tennis lessons?

- Group lessons are in groups of four and private sessions allow 1-3 persons per session. Group lessons are \$60 a month and Private Lessons are \$55 a session. The instructor groups students who are in the same age range and/or experience level.
- We offer one trial lesson for \$15. After the trial lesson, the student needs to make a decision within 2-business days if they will take the spot. If we receive no notice, we will call the next student on the waitlist.

Do I need to bring my own Tennis racket?

- For a trial lesson, you do not need to bring your own racket. The instructor will a loaner racket you can use.
- If you decide to keep a Tennis lesson spot, the instructor will advise you on what kind and what size racket suits you and will direct you to where you can purchase your own.

How can my child get into Gymnastics class?

- Community Center offers beginner Gymnastics class at the Hawk's Nest in the Fleet Rec building. In order to sign up, first you will need to do a registration form at Community Center office. We are located on the 3<sup>rd</sup> floor of the CRC building, across from the Commissary. We will then go through our Policy and Procedures regarding Gymnastics. Because Gymnastics is one of our in-high-demand classes, there is a waitlist. When a space becomes available, we will call the next person on that list. Classes are held on Tuesday, Wednesday, and Friday with different time frames based on age group.

When do I pay for Gymnastics?

- If you have a spot in Gymnastics and want to continue, payment deadlines are the 15<sup>th</sup> of the month prior to next month. For example, if you are currently registered for July Gymnastics and want to ensure you are on the August roster, you will need to make payment by July 15<sup>th</sup> or earlier to guarantee your spot. If the 15<sup>th</sup> falls on a weekend, then payment is due before the weekend. If payment is not made by the 15<sup>th</sup> of the month, the student is removed from next month's roster immediately. The student can request to go back on the waitlist and wait for a spot to open. We accept payments in person and over the phone if you cannot make it to our office.

What happens if we want to take a vacation but don't want to lose our spot?

- We offer a chance to use our Vacation Policy that covers 2-weeks once a year per class, per student. This allows the student to go on vacation for 2-weeks without payment and still keep their spot. If you exceed those 2-weeks, then payment is needed to keep your spot even if you cannot attend class. Vacation Policy cannot be separated into two separate weeks. They must be consecutive.

How much is Gymnastics class?

- Gymnastics class is \$40 a month for 2-4yrs old and \$48 a month for 5-8yrs old and 9-12yrs old.

How many Gymnastics classes in a month?

- Each month normally has 4 classes, i.e. 4-Tuesdays. However, schedules are subject to change based on calendar month, instructor schedule, and holiday schedule. Monthly price will be prorated.

Is there trial lessons for Gymnastics?

- Unfortunately, there are no trial lesson for Gymnastics. Monthly payments are a flat rate and no drop-ins.

Can I do make-up lessons for Gymnastics?

- There are no make-up lessons allowed for gymnastics.

How can I sign up for dance classes?

- We have 3 styles of dance class: Hula dance for adults, Jazz dance for 5yrs old to adults, and Ballet for kids 2-9yrs old. To register, you need to sign up in person or call our office. Unfortunately, you cannot register online due to students that keep their spot. However, there is space for each dance class and we welcome new students. We start accepting payments 5 days before the 1<sup>st</sup> of the month. For example, open registration starts on July 26<sup>th</sup> for August registration.

How much is dance class?

- Hula Dance is \$48 per month; \$15 drop-in
- Jazz Dance ranges from \$48-\$72 per month; \$14-\$20 drop-in, based on age group and intensity level.
- Toddler Ballet is \$32 per month; \$8 drop-in
- Modern Ballet is \$64 per month; \$16 drop-in

When and where does Dance class happen?

- ❖ All Dance classes are held at Chili's Dance Studio, on the right side before you enter the restaurant. You will see a huge sign with double glass doors.
  - Hula Dance is regularly on Thursdays (4x per month).
  - Jazz Dance is every Tuesdays or Saturdays (4x per month)
  - Toddler and Modern Ballet is every Fridays (4x per month)

What happens if I cannot attend my Dance class?

- If you have a sudden change of plans or schedule, we need 24-hours notice to give a full refund.

How can I sign up for your Arts and Crafts classes?

- We offer Origami, Ikebana, Kimono Dressing, Drawing for kids, Calligraphy, Tea Ceremony, Japanese cooking classes, and Photography class. These classes are first come first serve and you may sign up online, in person, or over the phone if you have an account with us.
- Open registration starts 5 days before the 1<sup>st</sup> of the month.

Do I need to bring anything to my Arts and Craft class?

- All materials are included to the class fee, except Photography class. You must bring your own camera of preference and your own laptop.

What are the prices and days for the Arts and Crafts classes?

- Origami is held on Tuesdays, twice a month. Fee is \$10 per month or \$7 drop-in.
- Ikebana Sogetsu is every Wednesdays. Fee is \$28 per class. If you wish to gain a certificate stating that you have completed the Ikebana Sogetsu course, the fee is a one-time payment of \$38.
- Ikebana Kofu is on Thursdays and the fee is \$23 per class.
- Kimono Dressing is every other Wednesday. Fee is \$30 per person per class. You can have up to 4 people per family/group.
- Drawing for kids is every Thursday. Fee is \$9 per class.
- Calligraphy is every other Friday. Fee is \$23 for kids and \$28 for adults
- Tea Ceremony is every other Friday. Fee is \$25 per class
- Japanese Cooking class is hosted by two separate instructors. One instructor teaches on Tuesdays with a fee of \$28 per class. Another instructor teaches on Mondays and/or Wednesdays with a fee of \$35 per class
- Photography is every Sundays. Fee is \$100 per class (2hr session)

What is the cancellation and refund process for my Arts and Craft class?

- Community Center requires 24-48 hours notice if you decide to cancel class. You may request to do a refund to your household account or the credit/debit card used to make the original transaction.

### What is KUMON?

- KUMON is a program that originated in Japan. It is an individualized learning method that helps students hone their knowledge in Math, English for Japanese native speaker, and Japanese for English and Japanese speakers. All students of any ability is welcome. Each student will go through a placement test in order for instructors to know their levels in Math, English, and Japanese. Instructors will then prepare worksheets that apply to the student's level. Each class, they will work on a new worksheet resulting in improvements based on the student learning ability.

How much is KUMON?

- KUMON is a flat rate of \$80 per month, per subject. For example, if you focus on Math only, the flat fee is \$80. If you do Math and Japanese in one month, the flat fee is \$160.

When and where does KUMON happen?

- KUMON has 7 classes per month. Classes are Mondays and Thursdays at the CRC building room 324 on the third floor. Schedules for these 7 classes are on the myffr page or on your receipt. Class time is from 1:30 to 5:30pm. You may attend anytime within the class time.

What happens if I cannot attend or miss class?

- If you are unable to attend class, you may speak with the instructors to prepare the worksheets of the day you will miss and you may do the “pick-up and drop-off” option which allows you to pick up homework and turn in the next class date.
- If you miss class and are unable to pick up any worksheets, you will continue with the next lesson as usual when you attend class. No refunds are allowed for missed classes because it is a flat rate for the month.

Can I do KUMON at home?

- Yes, you can. KUMON offers a pick-up and drop-off option allowing you to work on the worksheets from home. Then you may drop-off the worksheets to the next class and pick-up the next lesson.

At what age can a student start KUMON?

- They accept 5yrs+ for Math and 7yrs+ for Japanese. Adults are welcome.

What is Robotics for kids?

- Robotics for kids is an interactive and fun learning class for kids 6-12yrs of age to learn the essentials of engineering and technology. It allows kids to explore their inner “build-it-yourself” ability that is suitable for this day and age.

How can I sign-up for Robotics?

- Open registration begins 5 days before the 1<sup>st</sup> of the month. Each month is first come first serve. You may register in person, over the phone, or online through myffr website.
- We require 48 hour notice for cancellation. When class starts, no refunds are permitted.

How much is Robotics for Kids?

- Robotics for Kids is a flat fee of \$95 a month consisting of 4 classes. Each class is 75 minutes. The fee includes all materials that will be used in the class.

What if I miss a Robotics class?

- Unfortunately, there are no refunds or make-up lessons for robotics. The class will progress as scheduled and each student will follow the day’s lesson.

When and where does Robotics happen?

- Mondays (4x) for 6 years old group: 3:15 – 4:30 / 4:35 – 5:50 (Rm 328A)
- Wednesdays (4x) for 7-12 years old group: 3:15 – 4:30 / 4:30 – 5:45 (Rm 324)
- Fridays (4x) for 7-12 years old group: 3:15 – 4:30 (Rm 324)

Do you offer Japanese Language class?

- Yes, we do. We have two Japanese Language instructors who teach a wide range of classes.
- One instructor teaches from 12+ years old and the curriculum progresses.
- Another instructor teaches from 18+ year old and the curriculum progresses.

How can I sign up for Japanese Language class?

- Open registration starts 5 days before the 1<sup>st</sup> of the month. Each class has a Beginners class and if you decide to keep with lessons, more advance classes will have a different time and will be offered to those that feel comfortable in their Japanese language skills.

When do you offer Japanese Language classes?

- One instructor teaches on Tuesdays and Thursdays and another instructor teaches on Wednesdays. Each instructor has their own lesson plan that changes every month. Please call or visit our office for more details

What is the cancellation and/or refund process for Japanese Language?

- We require a 24-48 hour notice if you plan to cancel your registration. Please call our office to make any cancellations.

How can I register for Driver's Education class?

- Community Center offers a Driver's Education course for new drivers (16yrs+) and/or seasoned drivers that have an expiring license and cannot obtain a valid U.S license/international driver's permit to renew their license. You may register in person or via phone if you already have an account with us. The class is first come, first serves, so payment is needed to keep a spot
  - Please refer to the link below for details on how to get a SOFA License
    - <https://cnrj.cnic.navy.mil/Installations/CFA-Yokosuka/Operations-and-Management/Departments/Safety/Drivers-License/>
    - NOTE: The Driver's Education course we provide will not guarantee validity in the United States. Some States do not accept this course in order to get an official U.S. License. A SOFA License is only valid in Japan.
    - Drivers under 18 years old are not permitted to drive off-base, but they can drive on-base. Legal driving age for Japan is 18yrs+
- Classes are conducted for 16 consecutive days including weekends and consists of 1 to 1 driving lessons with instructors.
- A test will be conducted towards the last day of class, and if you pass, the instructor will give a Driver's Education certificate that you must bring with you to the official Driver's License Testing.
- Driver's License Testing is conducted every Thursday at the AOB/ICR office, 4<sup>th</sup> floor of the CRC Building. Please see them for more details.

How much is the Driver's Education course?

- Flat fee of \$325

Can I cancel my registration?

- If you change your mind or would like to choose a different class date, we need 24-hour notice before the start of class to make a refund or any changes.

What are the dates for Driver's Education course?



- Class dates are dependent on instructor availability.
- Class dates for 2023:
  - August 7-22, 2023
  - October 2-17, 2023
  - December 4-19, 2023
- Class time and location:
  - 3:00-5:00pm; located 1<sup>st</sup> floor of CRC Building, Japanese Culture Room.

#### How to become an Instructor?

- MWR welcomes all inquiries on how to become an instructor under Community Center. If you are interested in teaching a skill or knowledge on a particular subject to the community, please come visit our office for a Course Proposal application.
- Requirements:
  - Basic English
  - Communication skills
  - Strong Teaching skills
  - Supporting documents: i.e. Qualifications on the subject, Certificate of Completion, Years of experience, Education completion, Photos of your work
- Each instructor will undergo an interview process and provide an example of their work. The management team will deliberate if your Course Proposal will fit within Community Center's programs.