



FEE AND REFUND POLICY

Re: 3/4/2020 Eff: 4/6/2020

REGISTRATION/SUPPLY FEE/DEPOSITS

A one-time, non-refundable registration fee of \$50.00 is required for new enrollees. If you decide to re-enroll within one year and have given the required two-week notice for withdrawal, the re-enrollment registration fee is \$25.00. When we have guaranteed your child a place, a deposit of one week's tuition must be paid for all children. This amount will serve as a deposit and will be applied towards the first week's tuition upon enrollment. Every January we will assess each enrolled family a supply fee of \$40 per child or \$60 per family. This amount will be pro-rated for families who start after January.

TUITION PAYMENTS

Tuition is due by Friday each week and can be made by check, cash, or credit card, however, payments are preferably made through Tuition Express. Tuition Express is an automatic payment system through your bank account or credit card that will only draw the balance due. There is a fee for using credit cards, which is approximately 3%.

Prospective parents who request information on tuition assistance will be referred to the appropriate agency. Authorization from the assisting agency is mandatory before admittance, as well as the \$50.00 non-refundable registration fee. To avoid late fees (as indicated below), co-pays must be paid by Friday each week.

Full-time rates are based on a 45-hour week. Children scheduled over this number will be charged the hourly rate. Monthly statements will reflect any additional charges or credits – these will be distributed the first Monday of the month for the previous month.

Part-time rates are paid by the hour according to the hours and fees listed on the contract. A 15-hour minimum per week is required for children over three years old, a 20 hour minimum for children two years old, and a 25-hour minimum for children under two. Children attending GG 4K, or Head Start 3K are required to have a 9 hour minimum per week. School-agers and children attending Head Start 4K are required to have a 5 hour minimum per week. Full time fluctuating schedules are accepted for children over the age of two; schedules need to be turned in each Wednesday for the following week. Part time fluctuating schedules are not accepted for any age.

Discounts – 10% on additional children; paying full rate for one child and discounting additional siblings. Discounts will be given to the youngest sibling with the exception when one child is hourly and one is full time, the discount will be given to the hourly child. The discount will not apply to school-age children during any school time, it will apply on off school days (including summer).

Drop-in care is available at the drop-in hourly rate when space is available. A regular weekly drop-in could be bumped from their day if a child who attends the minimum required amount of hours requests care for that day and this request was received the previous week. If this occurs, you have the option of switching to a day that is available or you can choose to not bring your child and there would be no charge. Occasional drop-ins can call on Thursday of the week before to see what openings may be available. If the hours are confirmed and the child does not attend, charges will be assessed to your account. All drop-ins will follow the absence policy listed.

A \$25.00 fee will be charged for any NSF (non-sufficient funds) check that is returned. This includes funds using Tuition Express.

If your account is turned over to our Collection Agency, there will be an additional 33% of total bill will be added.

LATE FEES

If payment is not received by Friday or if there is an unpaid balance on an account (over \$10 and not including hourly overage charges for the prior week), a 10% fee will be charged based on the unpaid balance due. Enrollment may be terminated on accounts that are overdue. **Because we are funded by tuition, we hope you understand that without dependable tuition payments, we are not able to run a quality, dependable child care center.** If situations arise where you are unable to pay, please discuss this with a director and a system for payment can be arranged.

Charges will be assessed for every minute that a child has not been picked up past the Center's closing time. The rate is \$1.00 a minute per child after 6:00 p.m.

DAYS OFF/ABSENCE WEEKS

Each full-time child will accrue 8 days of their regular enrollment to be used for absence credit each contract year. Two days will be earned on January 1, an additional two days on April 1, July 1, and October 1. Part-time children (including scheduled drop-ins) will receive 1 day each period. Credits may be carried from one period to the next until December 31. After that date, any unused "days off" credit will be forfeited. If during any period the available "days off" credits are used up, accounts will be charged at the regular contract rate. Anytime a child is absent on a scheduled day of attendance and you have called by 9:00 a.m., it will be considered a "day off" unless you inform us otherwise. "Days off" credit will not be given on "no school" days for school-agers if care had been requested for the day. Any exceptions must be cleared through a Director. "Days off" will be recorded in the computer.

When a child is absent a full week (Monday through Friday) and a two-week notice has been given (exceptions may be granted), one-half of the contracted tuition amount will be assessed to hold the child's place. There will be a limit of 4 weeks per year that can be used in this way. Full weekly tuition will be assessed after these weeks are used up. Families who start after the start of the calendar year will receive a prorated number of absence days and weeks.

HOLIDAYS/CLOSURES

There will be no refunds given for the following holidays: New Year's Day, Good Friday, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas when they fall on a scheduled day of attendance. When holiday falls on a Saturday, the Center will be closed on Friday and you will pay for that day; when it falls on a Sunday, we will be closed on Monday and you will pay for that day. For families whose schedules fluctuate on a weekly basis, charges will be assessed for the first three holidays of this contract. During the Christmas holiday and Spring break week, changes in schedules need to be turned in two weeks in advance; full payment will be charged if changes are made after the deadline date. Reminders will be given via the newsletter and/or HiMama. When the Center is closed on any given day for snow, staff retreat, or at the Director's discretion, a credit will be applied to the respective accounts.

