



## Acknowledgement of Payment Policies

Child's Name: \_\_\_\_\_

### Enrollment & Schedules

1. A **non-refundable** application fee is due with registration to secure a spot on the waiting list.
2. Before the first day of class, we require a two-week deposit, which will be held for the last two weeks of tuition provided a minimum of two weeks written notice is given. Failure to give written two weeks' notice results in the loss of the security deposit, and families are still responsible for the tuition charges.
3. Two weeks written notice is required for any permanent schedule change, including changes to flex/additional hours and school-age camp hours, and will only be approved upon availability. The family is responsible for payment of fees based on the current schedule until the new schedule is approved.
4. All schedules require a 4-hour minimum.
5. Families may request Flex care (additional hours) added to their current schedule on an as-needed basis and charged additionally according to the total hours in a week. Flex care must be submitted in writing on the form available at the front desk or on our website. Once approved, the time will be added to the current weekly schedule and tuition amount due. We cannot shift a current schedule or trade hours for different days. It is additional to the current schedule.

### Additional Fees

6. Tuition and accommodation fees shall be paid on Monday each week before attendance for all families. A \$5.00 late fee will be added to the balance for every day the tuition remains delinquent. If tuition has not been paid by Friday of the following week the child's position will be forfeited. All remaining balances and subsequent fees are the client's responsibility. Notification of these fees or an outstanding balance is not required by center staff. It is the client's responsibility to check the account balance at the door or on myprocare.com.
7. The full-time flat rate is for 30-40 hours in a week. Schedules that are over 40 hours per week are charged at \$1 per hour additional.
8. Families will be charged an overtime rate equivalent to \$5 every 10 minutes a child is in attendance outside of his/her scheduled hours, beginning 5 minutes outside of the scheduled hours.
9. Families will be charged a \$25 fee for any payment returned due to insufficient funds, closed account, or any other reason. Payments will be reversed on the account and balances will be subject to additional fees for delinquent tuition.
10. The center opens at 7:00am and closes at 5:30pm Monday through Friday (4:00pm on New Year's Eve). Any child arriving before 7:00am, or other designated opening time, should not be allowed into the building. Any child remaining on the premises after 5:30pm, or other designated closing time, will be charged \$15.00 for every 5 minutes late until a parent arrives. A phone call from a parent will not waive this fee.

### Attendance

11. Families are expected to pay for all "scheduled" days whether their child is present or not. Families may not switch scheduled days unless making a permanent schedule change. This includes scheduled Flex care. Once it has been scheduled, it is non-refundable.
12. No credit shall be given for days the school is officially closed. School Holidays include Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Day. The center will close on the Friday preceding or the Monday following a holiday if the holiday falls on the week-end. The center also closes at 4:00pm on New Year's Eve. In addition,

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

the Center will close two days per year for teacher training. No tuition credit also applies in situations the center decides to close or operate on a late start/early dismissal due to safety issues, such as for extreme weather, power outage, etc. In such cases, families cannot shift currently scheduled hours to make up time missed due to staff schedules which correlate with current child schedules. Flex care may be requested, added if available, and charged additionally according to the time added.

13. Families can take a vacation week (defined as Monday-Friday) one time per calendar year and only after 3 months of continuous enrollment. If you do not use the vacation week, it will not be carried over to the next year. The vacation week cannot be used during the final two weeks of enrollment nor used as an account credit. Notification that you will use this week as a vacation week must be submitted in writing no less than three weeks in advance. School-age families receive pro-rated tuition for school days off; therefore, the vacation credit does not apply to this program.
14. **Families receiving assistance:** Families will be charged full tuition until DHS/DCFS approval is received and are responsible for paying it in full. Once approved, tuition will be charged at the assigned daily rate from DHS. Families are required to pay their parent co-pay by DHS but will not be responsible for any additional tuition. Families are still responsible for overtime fees, late fees, and application fees not covered by DHS. Dropping below 80% attendance for the month will also reduce the State reimbursement resulting in higher tuition due from families. Use of the vacation week alters your eligible days, and therefore does not affect your overall percentage for the month. Parents are required to sign their child in/out daily on the provided form to be able to verify attendance, as required by the Department of Human Services.

## Account balances

15. No refunds will be given for unused tuition and fees. The two-week deposit shall be credited to a client's account balance only upon receipt of written notice no less than 14 days prior to a client's last day of enrollment and is nonrefundable. All remaining credits must be used by a client within one year and are non-transferable. All credits expire one year from issue.
16. Credits of unused tuition shall be given if this agreement is terminated because the Scribbles Administration and staff in its' sole and unfettered discretion determines that it is unable to meet the needs of the child.
17. Unpaid tuition and/or fees will be turned over to Collections. Any collection fees, including attorney fees and court costs associated with Collections, become the responsibility of the parent/guardian having an outstanding balance on the account.
18. Family accounts will not be divided into separate parent/guardian accounts for payment. It is the responsibility of the parent/guardian to know the tuition amount and to assure the account is paid weekly, regardless of which parent/guardian is making the payment.

## Other

19. Additional policies may be put in place for emergency situations.
20. This agreement may be modified whenever any of the circumstances covered by this agreement changes. Such modifications may only be made in writing, and must be signed and dated by the parties involved in order to be binding and effective. Oral modifications are not binding under this agreement and shall not be enforceable under any condition. This document was revised 1/2/2024 and supersedes all preceding versions of this agreement.

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Parent/Guardian Signature

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Date

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Administrator Signature

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Date