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| REGISTRATION | <ol style="list-style-type: none"> 1) A copy of an up-to-date immunization record is required prior to care. 2) All new users must pay their enrolment fee in cash and prior to care. 3) All new Full-Time and Part-Time users must fill out available schedules created by the Centre before they can begin care. |
| ATTENDANCE | <ol style="list-style-type: none"> 1) Children are not to arrive before 6:30 am and must be picked up by 6:30 pm. 2) Parents are expected to contact the Centre if their child will not be attending as scheduled. Repeated failure to communicate will end the care arrangement. 3) Once you submit your schedule and book your days, you cannot cancel. You may use credit time if available, or you will be billed as though your child attended. 4) Schedules must be submitted on copies provided by the Centre. Other methods will not be accepted. Copies are distributed monthly and available on our website. 5) All children must arrive before 9:30 am. We will not hold their place after that time. 6) We reserve the right to determine care hours for children attending for socialization. |
| NON-PAYMENT OF FEES | <ol style="list-style-type: none"> 1) In the event that a statement of account is not paid by the specified due date, a 5% interest charge will be added to your balance. 2) Failure to make timely, agreed-upon payments will result in the termination of care. 3) For those with a history of overdue accounts, cash payment will be required prior to care, regardless of user option. |
| HEALTH | <ol style="list-style-type: none"> 1) Children cannot attend when ill as they must be able to participate in daily activities (see Parent Manual for further details). 2) We administer prescription medication only (must be in original container with child's name, dosage, etc.). An administration consent form must be completed. 3) Non-prescription medication cannot be stored on the premises. 4) We are a peanut and tree nut free facility! |
| PICK UP AUTHORIZATIONS | <ol style="list-style-type: none"> 1) Children are only released to their parents/caregivers, emergency contact or designated pick up persons. Other arrangements must be communicated. 2) A piece of photo identification may be required in order to confirm identity of pick up person to staff (must be at least twelve years of age). |
| USER OPTIONS | <ol style="list-style-type: none"> 1) If you no longer meet the criteria of the user option selected, the Centre reserves the right to change it. Three repeated no-shows will prompt a change to Call-In status. 2) We allow two user options changes per year. A one-month notice must be provided. 3) If you cannot commit to a schedule, you must call daily and pay cash in advance for care arrangements. There will be no exceptions. |
| CREDIT DAYS | <ol style="list-style-type: none"> 1) Children will be eligible for prorated credit days for illness and vacation annually. 2) Once all credit days have been used, absent days exceeding will be charged as days spent in care. If payment is not made, this will terminate the care arrangement. 3) All absences must be communicated. If you would like to use a credit day for your child's illness-related absence, we must be notified of the illness before or the same day of the absence. If you would like to use credit days for vacation purposes, your child's vacation must have been indicated on your schedule. |