

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 Full-Time and Part-Time users must fill out available schedules created by the Centre before they can proceed with child care services. 3) All new Full-Time and Part-Time users must make an advanced payment if they are beginning care after the applicable billing cycle.
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 a schedule has been submitted and billed, days booked cannot be cancelled. Credit time can be used if available, or absences will be billed as days spent in care. 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, unless otherwise scheduled. If your child will be arriving late, please notify our staff. If we have not heard from you and attempts to reach you are unsuccessful, we will not hold your child's spot.
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 payments will result in the termination of care. 3) Those with a history of overdue accounts will be restricted to the Call-In 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 (pick up persons must be at least twelve years of age).
USER OPTIONS	<ol style="list-style-type: none"> 1) If you cannot commit to a schedule, you must use care on a Call-In basis. Repeated no-shows will prompt a change to Call-In status. 2) We reserve the right to change your user status if the specified criteria is not met. 3) Any change to user status must be indicated on your schedule and notice must be provided by the schedule deadline for the change to take effect as requested.
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 credit days for unplanned absences (illness-related or otherwise), we must be notified as they arise. If you have any planned vacation time, please indicate those dates on your schedule.