



Full-Time

1. **Scheduled 5 days a week, every week.**
2. Each child will be eligible for prorated **credit days**, renewed annually. These credits will be applied to cover the cost of absent days (planned or unplanned) and will be applied on the next invoice. Each child will receive up to 36 credit days per calendar year. If absences exceed the credit day allotment, they will be billed as a day spent in care.
3. All **absences** must be communicated. Unplanned absences can be communicated as they occur, by calling the Centre (*English site: 705-864-1886/French site: 705-864-1884*), or by sending a message to your child's Educator on the **Lillio** app. Notification for planned absences can also be provided by emailing admin@chapleauchildcare.ca.
4. **Notice of withdrawal or change to Call-In** status must be provided by the relevant billing date. Billing dates are posted on our website: chapleauchildcare.ca.
5. **Invoices** will be sent monthly to the email address you provide. It is the parent/caregiver's responsibility to monitor their account for their monthly invoice. All questions relating to your invoice can be directed to finance@chapleauchildcare.ca.
6. **Payment** is due as per the date indicated on the invoice. Payments can be made in installments as long as the balance is paid in full by the specified due date. Payments can be made by Interac e-Transfer to admin@chapleauchildcare.ca or by bank transfer (for RBC customers only).

Parent Signature _____

Date _____

1. **Call on the day that care is needed** – no advanced bookings.
2. **Bookings** accepted based on availability with the existing staffing arrangement. Child may attend if there is a vacancy within their group, as per our licensed capacity. Operating on a "first come, first served" basis, bookings will be accepted by order of phone call. For these reasons, the Centre cannot guarantee services.
3. **Payment** is due upon confirmation of booking. Child cannot be dropped-off and/or accepted into the program before a payment has been made. Payment can be made by Interac e-Transfer to admin@chapleauchildcare.ca.
4. **Cancellations** and/or no-shows are not permissible. Once a booking has been accepted, the parent/caregiver must ensure that the daily fee is paid. If it is unpaid, any future bookings will not be accepted until payment has been received.
5. **Unplanned arrivals** will not be accepted. If you drop-off your child without first verifying your booking, or if your child arrives from school without prior notice, you will be asked to pick them up immediately. If you do not respond, staff will contact Children's Aid as per our policies. The Centre must comply with licensed capacity and staff-to-child ratios at all times.

Call-In

Parent Signature _____

Date _____