

## **Financial Policies and Procedures for Day Camps**

*Initial each line and sign and date the bottom to indicate that you have read, understood and agree to these policies and hand into your center manager.*

\_\_\_\_\_ **No child shall be in attendance at Thrive without pre-payment, and no spots are held without pre-payment.**

\_\_\_\_\_ **NO REFUNDS OR CREDITS FOR WITHDRAWLS OR DATE CHANGES FOR THRIVE SUMMER DAY CAMPS WILL BE ISSUED WITHOUT 30 DAYS WRITTEN NOTICE BY EMAIL TO THE MANAGER**

### **Late Pick Up Policy**

It is the responsibility of the parent/guardian to pick children up by center closing time. In an emergency, you must make alternate arrangements to have the alternate person listed on your registration form pick your child up or make other suitable arrangements and have these arrangements cleared with your center supervisor.

Unfortunately, we must charge a late fee. The center staff work until 5:30pm sharp during holiday camps. It is against licensing regulations to leave any child unattended. Because of this, we will enforce the following late pick-up policy. For any child picked up after 5:30pm there will be an additional charge of \$10.00 from the first minute to ten minutes, an additional \$10.00 will be added for each additional 10 minute interval (or portion of). This fee will be added to your account.

If the parent/guardian is late picking up a child more than three times, the child may be subject to having his/her registration in the center cancelled.

### **Failure to Call in Absences Policy**

Thrive has several days of day camps with waitlists, and parents are waiting to hear if there is a spot available. Please let us know if your child will be absent before 9am of the date in attendance. There will be a \$25.00/day charge per child for each time your child is absent without prior notification. This fee will be added to your account. You can notify us by calling the cell 250-826-5436.

### **Fee for Missing Required Items**

Thrive has several required items that each child needs to bring with them. This list is on the information sheets that will be available on the website. Water bottles, sunscreen, and hats are a few

examples of this. If Thrive needs to provide your child with the required item, a fee will be added to your account for the full cost of the item.

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### **Re-payment Policy**

Thrive requires parents to pre-pay online for the days chosen for Holiday Day Camps. In the summer there is a payment plan parents can choose that splits the payment up into a deposit, July's payment and August's payment.

For withdrawals from the program, 30 days written notice from the first of the month or full months fees are required. Absolutely no refunds are given for temporary absence due to sickness, changes in schedules, extracurricular, family visits, vacations etc.

REFUNDS for days of unused pre-paid care are only available for:

- In the first three week trial period in which Thrive or a child's guardians can decide it's not in best interest of one party or another to continue care at Thrive.
  
  - Mid month withdrawal from the program for LONG TERM MEDICAL issues. Thrive will refund the fees from the date of the first consecutive day away (withdrawal point) as a result of the medical condition upon the receiving the written withdrawal letter accompanied by a letter from a doctor. All future cheques will be either returned or voided and shredded. And the child will no longer have a registered space in Thrive after School Care.
  
  - Unexpected mid month facility closure, Thrive will refund or credit (parent's choice) fees from the date of closure until date of re-opening. ( if permanent all cheques will be returned)
  
  - If during that month Thrive chooses out of necessity to discontinue care of a child, Thrive will refund all fees from the date of discontinuation to the end of the month.
- o All refunds due to the above reasons will be made within 30 days.
  
  - o No refunds will be given if there are any fees owing from previous care.

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

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Signature of Parent/Guardian

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Date