

Financial Policies and Procedures

Initial each line and sign and date the bottom to indicate that you have read, understood and agreed to these policies and handed them into your center manager.

_____ **No child shall be in attendance at Thrive without prepayment.**

Registration Payments

Our **full time after school care** fee is **\$450 per month** September – June regardless of attendance. This is a 10-month equal payment plan including saved space for your child on early dismissals and Pro D Days. Depending on the school calendar some months you will receive more care days and some fewer days of care. Major School holidays are registered for separately and are above your regular equalized monthly fees for after school care. Summer, Spring Break and Christmas Day Camps are registered for separately and not included in monthly fees.

All fees are due on the first of each month. All monthly registrations must have their monthly pre-authorized payment arrangements set up before attendance begins.

Drop in fees are to be paid prior to your child's attendance. Your child's space will only be saved once payment has been made. Full time registered children get priority attendance. You must talk to the center manager prior to signing up for drop-in days to ensure space.

The drop-in fees are **\$25.00 per day** for regular after school dismissal days, **\$35.00 for early dismissal days** and **\$45.00 for Fridays and Pro D Days**. There are no refunds, and no date changes for drop-in fees.

There will be a \$25.00 charge for any payment reversal or declined payments.

Our fees include pick up from school when necessary, activities, and most out-trip fees. Occasionally there are extended enhanced programs such as pottery or martial arts or special more expensive out trips etc. These will have an out trip amount indicated to help us cover extraordinarily large instructor/out trip fees.

Thrive does accept BC Child Care subsidy and may have partial bursaries available for families in need. Please contact the support office regarding these options. Children on child care subsidy are automatically registered for all school breaks and will be charged accordingly. Please see admin staff for more details.

Refunds and Withdrawal

If it becomes necessary to permanently withdraw your child from our center, you must give 30 days notice, from the first of the month, **in writing** by email to the center manager, or pay one month's fees in lieu of notice. No refunds will be given. No refunds or credit will be given for change of registration or attendance including full time, drop-in or day camp days without 30 days written notice.

Delinquent Accounts and your Child's ability to continue attendance at Thrive

Once a payment is missed or late you will be required to provide weekly payments until caught up for continued care of your child. You will need to arrange this amount with the support office who will seek board approval for the requested payment plan. In order for your child to stay in attendance this weekly payment can not be missed.

Example: Bob's October 1st cheque bounces. Thrive finds this out on Monday October 5th. The office speaks to Bob that day and agrees on an amount that must be paid by Friday for his child to return on Monday. Bob agrees he will pay a minimum of \$50.00 by Friday and every week following until caught up. He follows through and Thrive continues to pick up his child the following week with the same expectation until Bob's account is paid in full.

If Bob fails to bring in the weekly payment he will be notified that Thrive will no longer pick up his child until the weekly payment amounts are caught up. At this time, the child's spot is held and not given away. Amounts owing remain the same; no discounts or refunds will be made for their absence due to unpaid fees.

After three weeks of missed payments, the family will be notified that the spot will be given away if the account is not settled before the following months fees are due.

If a child's spot is given away due to unpaid accounts, they will be placed on the waitlist and may not be able to re-enter the program.

Parents experiencing financial crisis may apply for a Thrive bursary towards their child's care but ALL PARENTS are required to stay current with contributing some level of fees according to their ability. Applications for financial assistance should be requested from the support office.

Email : office.thrivekelowna@gmail.com phone : 250-801-4809

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 6:00pm sharp (5:30pm on full days). 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 6:00pm there will be an additional charge of \$10.00 from the first minute to ten minutes, and will go up accordingly in 10 minute intervals. This amount will be invoiced weekly.

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

Staff may not leave the school without your child without verification of their absence. Therefore, it is very important that the staff are aware if your child will be absent by 1:00pm each day. There will be a \$25.00/day charge per child for each time your child is absent without prior notification. This will be billed weekly.

Re-payment Policy

Thrive requires parents to provide pre-authorized payments dated for the 1st of each month for the entirety of the school year or remainder if registering midyear.

For withdrawals from the program, 30 days written notice via email must be made 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 prepaid care are only available:

- In the first two week trial period in which Thrive or a child's guardians can decide it's not in the 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. Pre-authorized payments will be cancelled, and the child will no longer have a registered space in Thrive Kids Canada.
- 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, pre-authorized payments will be cancelled)
- 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 and cancel pre-authorized payments from this point forward.

o All refunds due to the above reasons will be issued within 30 days.

o Daily refund amounts for full time students will be based on the regular monthly fee amount divided by 20 school days regardless if the number of school days that month differs. The refund amount will be based on regular monthly fee amount and NOT on any discounted amount provided through care bursaries. No refunds will be given if there are any fees owing from previous care.

Child's Name _____

Signature of Parent/Guardian

Date