

Apple Ridge Academy Morning-Only Preschool & 4K Program

# Payment Policies & Procedures



Effective September 7, 2020 \*Revised August 17, 2020\*

**ENROLLMENT FEE:** A non-refundable Enrollment Fee of \$50 will be charged to each family upon initial enrollment.

**TUITION DEPOSIT:** A deposit equal to one-month's tuition is required to confirm enrollment and hold a space. This tuition deposit will be used towards the child's first month of school at Apple Ridge. The tuition deposit is non-refundable.

**FAMILY DISCOUNT:** A 10% Family Discount will apply to the second and third child in the same family. The discount will be applied to the tuition for the oldest child(ren) or the lesser tuition cost.

**KANGAROOTIME:** All payments will be processed using our Childcare Management Software called Kangarootime. All families are required to create a Kangarootime account upon enrollment. Parents can make online payments and set-up automatic recurring payments as well as have access to their family's financial documents and account statements at any time using their Kangarootime account.

**AUTOMATIC PAYMENTS:** Families are strongly encouraged to enroll in automatic tuition payments through your Kangarootime account to avoid late fees. Withdrawals will be processed on the first day of each month.

**ACH PAYMENTS:** There will be no additional fee for families that choose to pay using the ACH option. We highly encourage families to use the ACH option for tuition payments. If an ACH payment is returned / does not go through, a \$10 late fee will be applied to your family's account unless payment is received in another form by the payment due date.

**CREDIT/DEBIT CARD PAYMENTS:** Payments made by debit or credit card will be accepted through Kangarootime. Payments made by debit or credit card will be subject to a 3% convenience fee. To avoid extra fees, we recommend using the ACH option rather than the debit or credit card option. A \$10 late fee will be applied to an account if a debit or credit card transaction is declined for any reason unless payment is received in another form by the payment due date.

**INVOICES:** Tuition invoices will be sent on the 25<sup>th</sup> of each month. Families making manual payments should make their tuition payment from the invoice. Families enrolled in automatic payments can refer to their invoice to confirm the amount that will be automatically withdrawn on the first of the month.

**PAYMENTS DUE / LATE FEES:** Tuition payments are due on the first of each month for the current month (pre-pay) for families making manual monthly payments. Tuition payments not received by the first of the month will be charged a late fee of \$10. Accounts not paid in full after being overdue for one week will result in immediate discontinuation of services.

**FULL-YEAR TUITION PAYMENTS:** If choosing to pay for the full year upfront, payment must be received by the end of the day on the first day of school to claim the discount. If not paid in full by 12:30pm on the first day of school, no discount will be given and families will incur a \$10 late fee and may then choose to pay monthly or pay for the full year and a non-discounted rate. **No refunds will be given for full-year payments for any reason.**

**SCHOOL YEAR CALENDAR:** The New Berlin Location will follow the New Berlin School District Calendar for "No School Days" and Holiday Breaks and the Brookfield Location will follow the Elmbrook School District Calendar for "No School Days" and Holiday Breaks. Both locations will begin school on the Tuesday after Labor Day and end on the last Friday in May.

**NO SCHOOL DAYS:** If you would like your child to attend Apple Ridge on a day listed as a "No School Day," you may request to add your child for that day. Each "No School Day" that your child attends will be billed at the "No School Day" rate listed on the tuition fee schedule and attendance is subject to the availability in the classroom.

**SICK / VACATION DAYS:** There is no credit given for sick days, vacation days, holidays, days off of school, etc. These things have all been accounted for in the calculation of our annual tuition rates listed on the tuition rate sheet.

**SUBSTITUTE/ ADDITIONAL DAYS:** Please make every effort to have your child attend only on the days that they are enrolled and scheduled for. Substitute days and additional days cannot be guaranteed. Approval of substitute and/or additional days of attendance will be subject to the availability in the classroom and must be confirmed by the Director in advance of care. **Substitute days may only be used during the same week of care.** If a substitute day is not available during the same week of care, families are still responsible for their regular tuition payment. If adding an additional day, the fees associated with each extra day will be equal to the "No School Day" rate listed on tuition fee schedule.

**ADDITIONAL FEES:** If a child is picked up late, beyond the 4-hour program, a Wrap-Around Fee of \$12/hour will be charged to your account. Additional fees may apply for field trips/ special activities in which advance notice will be given.

**LUNCH PROGRAM:** Breakfast is included in the tuition cost for all children over one-year-old. Lunch is available to children over one-year-old for an additional **\$3/day**. Families may enroll in the lunch program by contacting Administration and/or using the "Hot Lunch Sign Up" Form available to families. Families enrolled in the lunch program on an automatic, recurring basis may request credit for any lunches that their child does not have at Apple Ridge. It is the families' responsibility to request this credit by contacting the Administrative Assistant. If a parent does not provide a lunch for their child, Apple Ridge lunch will be given, and the family's account will be charged accordingly.

**REFUNDS:** Overpayments will be credited back to the family's account and applied to the family's next payment. Overpayments will be held as a credit on a family's account for one year. After one year, credit will be forfeited. **No monetary refunds will be issued.**

**WITHDRAWAL NOTICE:** A minimum two-week advance written notice of withdrawal must be received for withdrawals. Notice must also be received prior to the 25<sup>th</sup> day of the month prior to withdrawal if families wish to have their final month's tuition adjusted accordingly. Adjustments are to be determined by Apple Ridge Academy. If appropriate notice as mentioned above is not given, accounts will be charged for the full tuition amount of the next month. No refunds will be issued after payment has been made.

**SCHOOL DISTRICT SEVERE WEATHER CLOSURES:** In the event that the corresponding school district closes due to severe weather, Apple Ridge morning-only classes will also be cancelled. Tuition will be due as contracted.

**EMERGENCY CLOSURE POLICY (Severe Weather and/or Building Emergencies):** In the event that the center closes due to severe weather or an issue with plumbing/heating/cooling/etc, tuition will be due as contracted. After **two closings during a calendar year**, credit will be given to all children regularly enrolled on the day(s) of emergency closure(s). Closings will be announced via Kangarootime messaging prior to 6:00 AM. Text messaging will also be utilized; families should ensure that their cell phone numbers are correct in their Kangarootime profile.

## **PANDEMIC PAYMENT POLICIES & PROCEDURES**

**QUARENTINE FOR EXPOSURES AT APPLE RIDGE:** In the event that there is an exposure to COVID-19 at the center, the Waukesha County Health Department will be contacted. Apple Ridge will follow required quarantine protocol as instructed by the Health Department. Children that are **required** to quarantine due to a direct exposure at Apple Ridge will not be charged tuition for the duration of the required quarantine period. After that, tuition will be due as normal. Families of children that are **not required** to quarantine, but that choose to do so at their own preference will still be responsible for their full tuition amounts to maintain their current enrollment.

*Current Definition of "Direct" Exposure: A child who has been within 6 feet of the individual that has tested positive for COVID-19 for 15 minutes or more.*

**PANDEMIC CLOSURE POLICY:** In the event that there is an exposure to COVID-19 at the center, the Waukesha County Health Department will be contacted. Apple Ridge will follow required closure protocol as instructed by the Health Department. Should Apple Ridge be mandated to close and thus not be able to provide services for families, no tuition will be due for the duration of the closure. Tuition will be due as normal upon the re-opening of the center. Tuition paid prior to the closure will be credited to families' account for future tuition payments, monetary refunds will not be issued.

**QUARENTINE FOR EXPOSURES NOT AT APPLE RIDGE:** If a child has been a first relation contact with someone who has tested positive for COVID-19, the child must be quarantined and may not attend child care for a minimum of 14 days from the last contact with the infected individual, even if no symptoms develop. If COVID-19 testing is sought, please notify the Director of the results. Tuition will be due as contracted during the quarantine period.

**QUARENTINE FOR OUT OF STATE TRAVEL:** If a child has traveled out of the country or to a US state defined as high risk for current spread of COVID-19, the child must be quarantined and may not attend child care for a minimum of 14 days from the date of their arrival back to Wisconsin, even if no symptoms develop. If COVID-19 testing is sought, please notify the Director of the results. Tuition will be due as contracted during the quarantine period.

**SICK CHILD POLICY:** Tuition will be due as contracted if a child is absent as a result of symptoms defined in our "Sick Child Policy Amendment: COVID-19 Pandemic."

**\*Any disputes on policy interpretation will be at the final discretion of the owner, Tammy Imme.**