

Apple Ridge Academy Full Day Program Payment Policies & Procedures



Effective November 2021

ENROLLMENT FEE: A non-refundable Enrollment Fee of \$50 will be charged to each family upon initial enrollment and a non-refundable Re-Enrollment Fee of \$25 will be charged at the beginning of the Fall Session to currently enrolled families that begin attending Apple Ridge Academy before June of the same year.

FEE INCREASE: An annual fee increase will occur each year at the beginning of the Fall Session (late August, early September). Written notice of the tuition fee increase will be given to currently enrolled families well in advance.

TUITION DEPOSIT: A contracted start date accompanied by a deposit equal to one-week's tuition is required to confirm enrollment and hold a space. This tuition deposit will be used towards the child's first week of care at Apple Ridge Academy. If the family does not begin on their contracted start date, the tuition deposit will be forfeited, and space is not guaranteed. The tuition deposit is non-refundable, under any circumstances.

ENROLLMENT CONTRACT: All families enrolled at Apple Ridge Academy must submit an Enrollment Contract prior to enrollment and maintain a current Enrollment Contract on file at all times. The Enrollment Contract includes children's information, family information, lunch selections and the child's contracted schedule of attendance. If at any time a child's schedule of attendance changes, a new Enrollment Contract must be submitted. Each enrolled family will complete a new Enrollment Contract (at minimum) once per year at the start of the Fall session.

PAYMENT AGREEMENT: Upon enrollment, each family must sign their family's Payment Agreement, created by the Executive Director. The Payment Agreement outlines the family's regular tuition charges and confirms the family's understanding of these charges. Tuition charges may change as a result of an annual tuition increase, change in the age of child, adding or reducing days of attendance, enrollment of a sibling, etc. Families will be required to sign a new Payment Agreement when their tuition charges change, at minimum once per year at the start of the Fall session.

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. School age enrollments during the school year that are enrolled in the drop-in care and/or before and after school care programs are not eligible to receive the Family Discount.

ENROLLING ADDITIONAL FAMILY MEMBERS: To enroll a sibling or another child from the same family at Apple Ridge Academy for the future, an additional Enrollment Contract and one-week tuition deposit will be required to hold space. It is best to let us know as soon as possible (as soon as 9-12 months or more ahead of time) for the best chance at being able to enroll for the time frame that you are looking for. Enrollment in our infant and toddler classrooms, especially, fill very fast though space is limited in all of our classrooms. Availability is subject to a first come first serve basis, as determined by the Executive Director.

LUNCH PROGRAM: Breakfast and Snack are 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 the Administrative Assistant 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. No lunch credits will be issued after two weeks. 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.

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 will make tuition payments online and have the ability to set-up automatic recurring payments as well. Parents will have access to their family's financial documents and account statements at any time using their Kangarootime account.

INVOICES: Tuition invoices will be sent weekly on Fridays for the following week of care (pre-pay). 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 for the following week. Families are responsible for reviewing their invoice for accuracy on Friday and should reach out to the Administrative Assistant if they see an error or believe that their invoice amount is incorrect PRIOR to autopay running on Monday.

AUTOMATIC PAYMENTS: Families are strongly encouraged to enroll in automatic weekly tuition payments through your Kangarootime account. Withdrawals will be processed on Monday each week for the current week of care. Again, families should ensure that they are reviewing their invoice for accuracy on Friday and reaching out to the Administrative Assistant prior to autopay running on Monday if they see any errors or discrepancies.

ACH PAYMENTS: There will be no fee for families that choose to pay using the ACH option. We encourage families to use the ACH option for your family's tuition payments. If an ACH payment is returned / does not go through, a \$25 processing fee and/or a \$10 late fee will be applied to your family's account if an alternative payment is not received 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 9am on Monday.

PAYMENTS DUE / LATE FEES: Tuition payments are due each week on Friday for the following week of care (pre-pay) for families making manual payments. Tuition payments not received online by 6am on Monday will be charged a late fee of \$10. For families enrolled in automatic payments, this does not apply. Accounts not paid in full after one week will result in discontinuation of services and will be subject to an additional two-week charge from the last day of attendance.

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 for any reason, outside of Apple Ridge administrative billing errors or to support pandemic policies.**

HOURS OF OPERATION: Apple Ridge Academy is open year-round, Monday through Friday from 6am to 6pm, with the exception of the Holidays and Staff Development Days listed below.

HOLIDAYS (CENTER CLOSED): Apple Ridge Academy will be CLOSED in observance of the following Holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and the Friday after Thanksgiving, and Christmas Day. If the holiday falls on a Saturday, the center will be closed on the Friday before. If the holiday falls on a Sunday, the center will be closed on the Monday after. **These are paid holidays, and families must request and use their available DAYS OFF CREDIT if the holiday falls on one of their regularly scheduled days if they wish to receive credit for these days.** If there are no Days Off Credits available, families are responsible for the full regular tuition payment that week.

STAFF DEVELOPMENT DAYS (CENTER CLOSED): Apple Ridge Academy will be CLOSED on Martin Luther King Jr. Day and the Friday before the start of the Summer Program in June (TBD Yearly) for bi-annual Staff Professional Development Days. **These are paid closure dates, and families must request and use their available DAYS OFF CREDIT if the day falls on one of their regularly scheduled days if they wish to receive credit for these days.** If there are no Days Off Credits available, families are responsible for the full regular tuition payment that week.

DAYS OFF CREDITS: Each child will accrue **three weeks of their minimum regular enrollment** to be used for Days Off Credit each year (i.e. 4 days if regular schedule is 4 days/week, 2 days if schedule is 2 days/week, etc.). One week will be earned on **January 1**, one week on **May 1**, and one week on **September 1**. Credits may be carried from one period to the next until December 31. **After December 31, any unused Days Off credit will be forfeited.** Days Off Credits may be applied to planned absences, unplanned absences, Staff Development Days and Holidays, but may not be applied to partial days. If during any period the available Days Off credits have depleted, the account will be charged for the child's regular enrollment. Requests for credit may be submitted prior to, or up to two weeks after the absence using the "Days Off Credit Request Form." After two weeks, credit will not be issued. Days Off Credits may not be applied to a date prior to the date they are earned. You may contact Administration for your current balance.

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" and/or "Sick Child Policy Amendment: COVID-19 Pandemic." Families are welcome to use Days Off Credits for absences, if available (see "Days Off Credits" above).

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 full week's tuition payment unless using a Days Off Credit (if any available). If adding an additional day, families' will be charged the per day rate listed on the Tuition Rates Schedule.

BILLED UPON CHECK-IN PAYMENT PLAN: The "billed upon check-in" payment plan is commonly used for 1) before and after school wrap around care, 2) "drop-in care" or 3) other unusual circumstances, as determined by the Director. A flat daily or hourly rate is automatically billed when your child is checked in on Kangarootime. There will be no additional lunch fees and/or family discounts added to drop-in tuition. Your invoice will then post to your account on Saturdays (as compared to Fridays) for the previous week of care (as compared to the following week of care) and payment is due by Monday of the following week. Auto-payments will process the week after for previously attended days. Absences must be pre-arranged with a minimum of one-week notice given or you will be subject to a daily tuition charge.

ADDITIONAL FEES: If a child is picked up **after 6:00 PM**, a Late Pick-Up Fee will be charged to your account: \$5 per child for 1-5 minutes, \$10 per child for 6-10 minutes, \$15 per child for 11-15 minutes, etc. Families are responsible for understanding that these fees will be automatically billed by our system. Additional fees may apply for field trips/ special activities in which advance notice will be given.

SCHEDULE CHANGE: Schedule changes must be discussed with and approved by the Executive Director prior to the change. Schedule changes cannot be guaranteed and are subject to current enrollment and availability in the program.

WITHDRAWAL NOTICE: A two-week advance written notice of withdrawal must be received for all withdrawals. If no notice is given, accounts will be charged for two weeks from the child's last day attended. Upon withdrawal, any remaining Days Off Credits will be forfeited. Any overpayments will be held on the account for one year, should the family decide to re-enroll, but will not be refunded (please reference "REFUNDS" above).

TEMPORARY WITHDRAWALS: A two-week advance written notice of a temporary withdrawal may be utilized if a child will be absent for a minimum of one month (4 consecutive weeks) and a maximum of three months (12 consecutive weeks). A re-enrollment date must be given at the time of withdrawal. Families must begin within two weeks after the indicated re-enrollment date (but not to exceed 12 total weeks) or space is no longer guaranteed. Temporary withdrawals are limited to one summer session withdrawal and one 'other' temporary withdrawal. No more than two total temporary withdrawals may be used in a 12-month period. **Throughout the entirety of the temporary withdrawal period, families will be responsible for a weekly holding fee equal to 25% of their regular weekly tuition, up to a maximum of \$50/week.** Upon the final week of attendance prior to the temporary withdrawal, families will be responsible for a one-week tuition deposit, new Enrollment Contract and will forfeit any accrued Days Off Credits remaining on their account. Days Off Credits may not be used in the final week of attendance. Families will be subject to a \$25 re-enrollment fee upon their return. If proper written notice is not given, the account will be billed for two weeks from the child's last day of attendance and re-enrollment space will not be guaranteed.

SUMMER SESSION WITHDRAWALS: Families may choose to withdraw for the summer program and reserve a place for their child's return in the Fall without paying a weekly holding fee, given the following conditions: 1) the withdrawal must begin on the day after the New Berlin School District's Last Day of School (New Berlin Location) / Elmbrook School District's Last Day of School (Brookfield Location) which is Apple Ridge Academy's first day of the summer program **and** 2) the withdrawal must end on Labor Day. If a family needs care further into June and/or earlier in August, families may inquire with the Director about availability, but space will **not** be guaranteed. **Summer Withdrawal requests must be submitted by the final day of the corresponding school district's Spring Break in March/April.** Families utilizing the Summer Withdrawal option must submit a non-refundable one-week tuition deposit and a new Enrollment Contract at the time of withdrawal and will be subject to a \$25 re-enrollment fee upon their return in the Fall. Families utilizing the Summer Withdrawal option will NOT earn an allotment of Days Off Credits on May 1st. Days Off Credits will be limited to two weeks of their regular enrollment and will be earned upon their return in September and again on January 1st.

JOB LOSS: The two-week advance written notice of withdrawal will be waived if a child withdraws due to a parent's job loss. A written confirmation of job loss from the employer must accompany the withdrawal form. In the circumstance of job loss, space will be held for a maximum of one month (four weeks) with no deposit or holding fee. After four weeks, families must reach out to the Director to confirm a continuation of a "Temporary Withdrawal" with a weekly holding fee equal to 25% of their regular weekly tuition, up to a maximum of \$50/week. If families choose not to continue on a Temporary Withdrawal with a weekly holding fee, enrollment will be forfeited and the space will no longer be held. Temporary Withdrawals for job loss may not exceed 12 total weeks (four weeks with no holding fee and up to eight weeks with a weekly holding fee).

WISCONSIN SHARES CHILD CARE SUBSIDY PROGRAM: Apple Ridge Academy is a provider for the Wisconsin Shares Child Care Subsidy Program. Families in the program will receive their child care benefits on a MyWICChildCare debit card each month, on the first of the month. Parents must initiate payments each month online or via phone. After Apple Ridge has received the monthly payment from MyWICChildCare, the remaining "parent share" will be charged to the family's personal account. Apple Ridge Academy requires that all "parent shares" are paid using automatic payments. Parents are encouraged to initiate their shares card payments **before the fifth of each month** to avoid the FULL tuition charges being withdrawn from the family's personal account on file. The Apple Ridge Provider # is **3000585353** and the Location # is **001 (New Berlin), 002 (Brookfield) and 003 (Inspire).**

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.

TERMINATION OF SERVICES: Apple Ridge Academy holds the right to terminate services / enrollment of a child at any time for any of the following reasons: 1) failure to pay tuition in full by due date each week, 2) child struggling to adjust to our group care setting / programming, 3) child requiring needs that cannot be met by the program, 4) repeated lateness in picking up a child at the close of the center, 5) failure to provide updated forms and paperwork, and 6) frequent and continued disruptive and/or aggressive behavior of a child. Families will be notified of termination in writing.

QUARANTINE FOR EXPOSURES AT APPLE RIDGE: In the event that there is an exposure to COVID-19 at the center, Apple Ridge will follow required quarantine protocol as instructed by the Health Department. Children that are **required** to quarantine due to an 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. Please refer to the COVID-19 Policies for further clarification of required quarantine periods. 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 but may choose to use Days Off Credit (if available).

QUARANTINE 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 childcare for the duration of the required quarantine period. Please refer to the COVID-19 Policies for further clarification of required quarantine periods. Tuition will be due as contracted during the quarantine period, but families may choose to use Days Off Credit (if available).

***Any disputes on policy interpretation will be at the final discretion of the Owner, Tammy Imme and/or Executive Director, Ashley Imme.**