

Day Camp 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

All fees are due on or before the first of each month. Prepayment/ deposit/ payment plan holds your child spot. Your child is not registered without a deposit and payment plan chosen on the Reg Pack Software. There will be a \$25.00 charge for any payment reversal or declined payments.

_____ Our fees include all onsite 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 if your child needs financial aid to participate in an added fee activity please let your manager know.

No refunds for summer fees are given for withdrawal for any reason unless cancelled with 30 or more days notice.

_____ Thrive Day Camp locations which are licensed childcare centers do accept BC Child Care subsidy (BC Childcare Benefit) and partial Thrive bursaries may also be available. Please contact the office regarding these options. (it is the parents responsibility to determine if your chosen location is a unlicensed summer camp or a licensed childcare program.)

Refunds and Withdrawal

If it becomes necessary to withdraw your child from summer camp weeks, you must give 30 days notice, **in writing** to the registrar, (registar@thrivekidsCanada.ca or pay the fees in lieu of notice. No refunds will be given for any withdrawal reason without 30 days notice. No refunds or credit will be given for change of registration or attendance including full time, drop in, 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 attendance of your child. You will need to arrange this amount with the registrar at the head office registar@thrivekidsCanada.ca who will seek board approval for the requested exemption.

Example: Bobs August 1st payment has declined. Thrive finds this out on Aug 5th.

The registrar speaks to Bob that day and agrees on an amount that must be paid by the end of the week for his child to return for the next week. Bob agrees he will pay a minimum of \$50.00 by Friday and every week following until caught up. He follows through and his child continues to attend Thrive. The following weeks there is 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 his child will not be able to be in attendance until the weekly payment amounts are made or a new financial agreement is made with the registrar. 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.

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. Access to applications for financial assistance can be requested from the registrar.

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. 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, 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

Re-payment Policy

No refunds are given for any reason for any withdrawal with less than 30 days written notice.

If there is an 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 Thrive chooses out of necessity to discontinue care of a child, Thrive will refund all fees from the date of discontinuation and cancel pre-authorized payments from this point forward.

- o All refunds due to the above reasons will be issued within 30 days of written notice.

- o Daily refund amounts will be based on the regular. 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