

Auntie's House

Repayment of fees policy

Statement of Fees

This statement is to convey that Auntie's House as a Licensed In Home Family Daycare will collect fees each month in advance. The terms and conditions for such payment are outlined below

PROGRAM FEES TERMS AND CONDITIONS

Payment of Fees

-A security deposit of \$250.00 is due upon enrollment and is applied to fees due for the last month of enrollment. This is to ensure 30 days notice is always given when withdrawing a child from care unless otherwise specified.

-Fees are to be paid on the first of each month by way of post dated cheque, e-transfer or cash

-An NSF fee of \$30.00 will be charged for any bounced cheques.

-Late payments will be given a grace period of 2 calendar days. If payment cannot be provided within that 2 day grace period care will no longer be available to the child/family for whom the fees are owed. Special extensions may be given at the behest of Auntie's House.

-If fees are continuously late Auntie's House reserves the right to discontinue care for any family. Such termination of service would be subject to 30 days notice and is a last resort. Every effort will be made to ensure this does not occur.

Refund Policy

-Refunds WILL NOT be given on fees paid for a regular monthly care program do to the family/parent removing their child from the program mid-month, unless otherwise specified.

-Refunds WILL NOT be given if a child misses scheduled days do to; Appointments, holidays, illness, etc.

-Refunds WILL NOT be given in the case of unexpected facility closure do to natural disasters effecting the community.

-Refunds WILL be given in the rare case that staff is ill and adequate replacements are unavailable to fill in. The amount of the refund will be for each day care is unavailable.

-Refunds WILL be given in part, for days outstanding, if Auntie's House terminates service mid-month. This however should NEVER occur as 30 days notice should ALWAYS be given unless under extraordinary circumstances.*

-REFUNDS WILL BE GIVEN IN FULL ON FEES FOR 'SATURDAY NIGHT MOVIE NIGHT' WITH 14 CALENDAR DAYS NOTICE.

Extraordinary Circumstances

*In the case a child is found to be or becomes violent, or otherwise, on a regular basis, and this child is seen as a danger to themselves and others, Care for this child would be immediately terminated. In such a case 30 days notice would not be granted do to safety concerns. In this case 50% of the fees for the remaining days in the month paid shall be refunded within 7 calendar days.

Parent Signature

Date