Payment Policies:
Infant, Toddler, Preschool

Child's Name: _____   **Parent's Name:** _____

Centre: _____

Registration Fee

Upon enrolment, there is a $20.00 non-refundable registration fee per child.

Customer Deposit

A customer deposit equal to 2 weeks of fees per child must be paid in advance and is held in _**a non-interest bearing account**_ until written notice of withdrawal has been received. For a full-time child attending 5-days per week, this is equal to 10 days x the daily fee. The customer deposit is prorated for part-time schedules.

Your customer deposit will be adjusted accordingly whenever a significant increase has occurred with your recurring child care schedule. This customer deposit will be credited towards your account once the required notice has been received.

Fees

Fees are calculated on a daily basis and will be the same for the entire calendar year unless a fee increase has been approved by the Board and communicated to parents 45 days before it takes effect or there is a change to your child's schedule (for example: your child's category of care changes, your child's set recurring schedule for the # of days change).

Your child care fees will fluctuate month to month based on the # of scheduled days in each month. An online Payment Estimator is available on RisingOaks' website to assist you in determining the estimated fees for each month based on your child's schedule.

General Notes:
- *RisingOaks does not charge fees for statutory holidays (i.e., New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day), nor during the Christmas Closure the week between Christmas and New Year's.*
- *RisingOaks does not issue credits for sick days, vacation days, or any unexpected centre closures. Some examples could include but are not limited to school closures (e.g., due to weather/road conditions, strike days or COVID closures), black out days, all natural disasters, acts of terrorism, etc.*
- *All account adjustments must be discussed with the Administration Office within one month of the statement date.*

Families with School-aged Children:
Parents are responsible for full fees for all months except July and August. Monthly invoices do not include any care for Training Days, Professional Activity Days, March Break, Easter Monday, the month of July, the month of August, nor RisingOaks' Christmas closure (the week between Christmas and New Year's).

If you require care on PA Days, during Winter Break, March Break or Summer Camp, additional fees will be required as per RisingOaks' posted Fee Schedule.

Summer Camp is offered on a weekly basis and operates on a separate payment system with a weekly fee. A deposit for each week of care may be required. Summer Camp also has its own camp cancellation terms and conditions. For camp registration information and full-details on camp payments, visit http://www.RisingOaks.ca/summer-camp.

Methods of Payment & Due Dates

Pre-authorized debit (PAD) is the primary method of payment for YDP families.
PAD is a safe and convenient way to pay your fees; this is our preferred method of payment. With pre-authorized debit, your monthly fees will be calculated based on scheduled days at the daily rate and then split into two equal payments:

- 50% will be withdrawn on the 1st of the month
- The remaining 50% will be withdrawn on the 15th of the month.

If either the 1st or the 15th falls on a weekend or banking holiday, the pre-authorized debit will be made on the next business day following the due date.

A pre-authorized debit registration form, along with a void cheque, will be required upon enrolment. We require one month's notice to set up a new pre-authorized debit (also referred to as "PAD") agreement as your method of payment

Other methods of payment
In extenuating circumstances, an agreement may be made to accept payment via post-dated cheque or e-transfer. Decisions to accept such payment methods will be at the sole discretion of management.

Regardless of which method of payment and payment plan you choose; all child care fees must be submitted to the centre by the 1st of each month. Payment in full must be received on the 1st (or 1st and 15th) of each month.
- *Failure to provide payment on time will commence RisingOaks' collection efforts, including the use of an external collection agency.*

Adjustments for Extra Days Billing
Requests for additional days for part-time toddler and preschool children must be made in writing to the supervisor. Such request will be considered on a case-by-case basis and only if space allows within our licensed capacity and staff resources.

Additional days for school-age children on a part-time schedule and/or due to PA Days also require a written request.

Once the centre confirms that your child is scheduled for an extra day or PA Day as per your request, you will be responsible for payment for that day, except for PA Days if you cancel the request/Opt-out prior to the deadline.

Dishonoured Payments and Cheques

A $30 service charge will be levied on all dishonoured cheques (e.g., NSF, funds not cleared, etc) and must be paid with the dishonoured payment within one week of the date on the notice in order to maintain your child care space. After a 2nd dishonored cheque within a 12-month period, the account holder will be required to make cash payments for a 6-month period.

Dishonoured pre-authorized debit withdrawals will be re-presented to the bank for payment, in the original amount, three business days following the date that RisingOaks Early Learning is notified that your payment was declined. You will receive email notification prior to the payment request being re-presented to the bank. A service charge of $30 will be invoiced separately and is payable by cash, certified cheque or money order. If the re-presented payment is also dishonoured, another $30 service charge will be invoiced and further collection efforts will commence.

These service charges will be adjusted, from time to time, as bank charges change. Families will be given 45 days' notice of this change.

Termination of Child Care Spaces Due to Non Payment

This policy is to ensure the prompt and efficient payment processing of your child care fees.

Payment in full must be received on the 1st (or 1st and 15th) of each month.

RisingOaks Early Learning, at any given time, has the right to suspend or terminate space due to child care fees being in arrears.

Scheduling and Schedule Changes

RisingOaks Early Learning offers both full-time and part-time schedules to meet the needs of many families, with the exception of the infant program which is only available full-time). Schedules may consist of any combination of days but must be set and recurring weekly (e.g., every Monday to Friday each week or Monday, Tuesday and Thursday each week) to ensure the safety of children. Billing will occur for all scheduled days regardless of attendance in the program.

The following notice periods are required to make a schedule change:
- Infant, Toddler, Preschool programs require notice of 20 business days.
- School-age programs require notice of 10 business days

Requests to change the days of the week (e.g., M-W-F to M-T-W) or to add an extra day to your set recurring schedule are dependent on available space. If you decrease your set number of days, there is no guarantee that a space will be available later to revert back to your previous schedule.

Notice Required for Withdrawal from Care

The following notice periods are required to withdraw from the program, including for families who have pre-enrolled but have not yet started:

- Infant, Toddler, Preschool programs require notice 20 business days.
- School-age programs require notice of 10 business days

Fees are owing for the duration of the notice period.

Upon receiving the termination or withdrawal notice, a review will be conducted on the family account:

- If sufficient notice has been provided, the customer deposit – less any outstanding balances, will be refunded.
- Should insufficient notice be provided, fees for the duration of the notice period will be deducted from the customer deposit, with the balance, if any, being refunded.

Any outstanding accounts will be subject to further collection efforts which can include the involvement of an external collection agency.

Maintaining Child Care Spaces During the Summer Months

1. **Infant, Toddler and Preschool Programs**
   There are no special policies with respect to maintaining spaces during the summer for the infant, toddler and pre-school programs. Requests to withdraw for the summer require the standard notice period of 20 business days. Program fees are charged during the notice period.

   1.1. If you wish to decrease your child's schedule for July and August, full time care in September will not be guaranteed. Changes to your child's summer schedule after Confirmation of Care forms are provided will null and void your confirmation. Your September spaces will be re-confirmed based on your new status and priority order.

2. **School-age Families (JKK and school-age)**
   Parents who have a child(ren) currently in a before and after school program as of June 1st of the calendar year have the following options with respect to care during the months of July and August:
   2.1. *Summer Camp*: enrol your child(ren) in the Jr. Camp (JKK) or Sr. Camp (school-age) program offered during the months of July and August. Camp programs are based on a weekly schedule during the summer months. A weekly charge is applicable regardless of any time off during that week. Camp Registration is open to RisingOaks families for a 2-week pre-registration period in late February. Registration will open to the public in March. Parents should note that the withdrawal notice is different for Camp programs than that of other programs. See http://www.RisingOak.ca/summer-camp for more details.

   2.2. *Take the Summer Off*: If you choose not to enrol your child (ren) in the Summer Camp program, you have the option to pre-enrol your child (ren) in the Before School and/or After School programs for the following September. If you do so by June 1, your customer deposit will be retained.
   - A Confirmation of Child Care Space(s) will be issued by RisingOaks to guarantee your space for September. Changes to your child's summer schedule after Confirmation of Care forms

are provided will null and void your confirmation. Your September spaces will be re-confirmed based on your new status and priority order.

- If you pre-enrol for September and later decide that your children will not be returning, the standard notice of 10 business days is required to withdraw from the program. Program fees are charged during the notice period.

RisingOaks Early Learning Ontario reserves the right to make additions or changes to these policies at their discretion. Notice of 45 days will be given informing parents of any changes.

Acknowledgment

I am the legal guardian of the child and have the authority to enter into this agreement. I have read, understood and agree to abide by the above policies. I hereby consent to the collection, use and disclosure of my personal information or that of my child/ward, by RisingOaks Early Learning Ontario as specified in RisingOaks' Privacy Statement (available at www.RisingOaks.ca or from your centre Supervisor), which I have fully read and understand.

_____   _____
Parent/Guardian's Signature   Date

_____   _____
Parent/Guardian's Signature   Date

One parent/guardian signature is acceptable, except where a court order/agreement exists that require both signatures.
When completed electronically, typing your full legal name in the signature box constitutes your signature and is binding.

_____   _____
Supervisor's Signature   Date

For Office Use:
☐ Signed Parent Policy Received (all pages) and in child's file
☐ Enrolment Set up in Sandbox   Date: By: