### Purpose

### Clear policies and procedures in regards to fees and fee collection are necessary for accountability and to decrease the risk of liability.

### Policy

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### Fees will be reviewed annually.

### Any change to the fee schedule will be communicated to the City of London.

### Parents will be charged at the beginning of the month for that month of billing. There should be no balance carried into the next month.

### Fees are not reduced for sick time or statutory holidays.

### Any family who uses our centre on a part-time basis (less than five full days per week) will be charged an additional charge.

### Rates are charged by the birthday of the child. Toddler rates are effective at 19 months and preschool rates at 31 months.

### Parents may only book camp in week blocks with the exception of PA Days.

### Fees for half-day care will be determined by:

### • A half-day with lunch is 70% of the full-fee rate

### • A half-day without lunch is 50% of the full-fee rate

### Any cheque returned for non-sufficient funds must be replaced by cash.

### Temporary receipts will (and must be) issued for all payments.

Payments will be stored in a vault. Only the Program Director will have access to the combination to the vault.

Deposits will be done weekly (at a minimum).

### Official receipts will be issued monthly and must be kept for income tax purposes.

### Families whose account is in arrears (not at a zero balance by the end of the month) that you will receive a two week notice of termination of placement for your child.

### Two weeks notice is required when withdrawing a child from the program. Two weeks of care will be charged to you if notice is not given.

### Full fee families are entitled to ten vacation days annually at 50% of their rate (five days for every six months enrolled).

### Parents who are subsidized are given 25 days\* annually of absence per child (sick and vacation time). Parents may be responsible for paying the child care centre the full fee if the 25 days is exceeded.

### Procedure

1. Payments are made by cheque, cash or money order.
2. Official receipts cannot be reissued, however, letters for income tax purposes can be prepared. A service charge will be applied.
3. Extensions of termination notice of non-payment will only be considered if the balance is paid in full or there is an agreed upon repayment plan with no further accumulated debt.
4. Payments will be made to the Program Director, Assistant Program Director or Team Leaders.
5. Families are to ensure that the child care centre and the City of London Child Care Fee Subsidy is made aware of any changes to their personal information including employment, education, phone numbers, immunization or health changes, emergency contacts, and address.
6. Families will call their child’s room by 9:00 am to let them know the reason for any absence.
7. Vacation (for full fee families) may be taken in single days, or in blocks of time, however, one month’s notice must be given or the vacation time will not be credited until the month following the vacation period. The vacation policy only applies to non-subsidized families.
8. The City of London will not pay over 25 days\* annually absence unless there are special circumstances. Parents may be responsible for paying the child care centre the full fee if they exceed 25 days. School-age children who are subsidized are only entitled to 5 days absence.
9. It is the family’s responsibility to call their child care subsidy Case Associate for every day their child is absent. Parents will continue to receive correspondence from City when their days of absence near 25 days.
10. Families of school age children are reminded to only book the weeks that they need. For families with multiple children if they have one child that is not attending (sick or vacation), the City anticipates that the other children will be in.