

 	<b>Fees, Refund, &amp; Credit Policy</b>
	<b>HKFS Policy #002</b>
	<b>Approved</b>
	April 20, 2020
	<b>Last Revised</b>
April 25, 2022	
January 04, 2023	
<b>Applies To</b>	
1. Hinton Kids for Success	
2. Discovery Camp	

## 1.0 POLICY STATEMENT

- 1.1 This Policy sets fees and outlines the parameters for the issuance of refunds and credits for the Hinton Kids for Success and Discovery Camp Programs.

## 2.0 HINTON KIDS FOR SUCCESS SCHOOL-YEAR FEES

- 2.1 **Monthly and daily fees must be paid in full prior to the commencement of care.**

- 2.2 Fees can be paid online through the childcare management software using Visa or Mastercard. **We do not accept American Express.**

- 2.2.1 If unable to pay online, fees are to be paid via cheque or cash at the Family and Community Support Services Office (821 Switzer Drive).

- 2.3 Fees for Full-Day Care on scheduled non-school days are separate from regular after-school care fees (excluding five-month contract).

- 2.4 All enrollment types do not include transportation, see HKFS Policy #009- Drop off and Pick up Policy.

### 2.5 Initial Payment

- 2.5.1 If registration occurs thirty-one (31) days or more prior to commencement of care a non-refundable, non-creditable registration fee of \$100.00 is required upon registration to reserve care.

- a) This deposit will apply to the first month of Enrollment Fees.

- 2.5.2 If registration occurs thirty (30) days or fewer prior to commencement of care the full Enrollment Fee is required upon registration to reserve care.

### 3.0 HINTON KIDS FOR SUCCESS ENROLLMENT

#### 3.1 All Inclusive Enrollment- 5 Month Term Contract Plan;

##### 3.1.1 2 Terms:

- a) Fall/Winter September 01 to January 31
- b) Winter/Spring February 01 to June 30

3.1.2 All Inclusive Enrollment fees are \$400 per month, per child, for a locked in 5-month term for a total of \$2,000.

3.1.3 All Inclusive Enrollment guarantees childcare for operating regular school days for after-school care from the hours of 3:00 p.m. to 6:00 p.m.

3.1.4 All Inclusive Enrollment also includes **only** pre-scheduled non-school days (7:45am to 6:00pm) for that 5-month term as established by the respective school divisions. Any unscheduled non-school day will result in an additional fee being applied to all children regardless of enrolment option.

3.1.5 Should either school division be required to close for unforeseen circumstances (ie pandemic) resulting in HKFS offering full day programming this will result in an additional fee of \$25.00 per day for all children regardless of enrollment option (ie 5 month contract).

- a) Children that are drop in care will be charged \$40.00 per day (7:45am to 6:00pm).

3.1.6 Payment options include credit card (through childcare management software), postdated cheques, automatic withdrawal for bank account (48 hours' notice) or a one-time payment.

#### 3.2 Full-Time Enrollment

3.2.1 Full-Time Enrollment fees are \$375.00 per month, per child.

3.2.2 Full-Time Enrollment guarantees childcare for operating regular school days for after-school care from the hours of 3:00 p.m. to 6:00 p.m.

#### 3.3 Part-Time Enrollment

3.3.1 Part-Time Enrollment fees are \$250.00 per month, per child.

3.3.2 Part-Time Enrollment provides childcare for up to ten (10) regular school days for after-school care from the hours of 3:00 p.m. to 6:00 p.m.

3.3.3 For all children enrolled in the part-time option, a five (5) month calendar will be provided at the start of September and the start of February. Each caregiver will be responsible for pre-selecting the ten (10) days their child will be attending HKFS each month.

3.3.4 If changes need to be made, caregivers are required to contact the HKFS supervisor fifteen (15) days prior.

#### 3.4 Drop-In Care

3.4.1 Drop-In Care fees are \$25.00 per day, per child for regular school days for after-school care from the hours of 3:00 p.m. to 6:00 p.m for children that are not enrolled in any tuition option.

3.4.2 Drop-In Care is only available permitting space in the program.

#### 3.5 Full-Day Care (7:45am to 6:00pm)

3.5.1 Full-Day Care is booked and charged separately from Full-Time, Part-Time, or Drop-In Care and applies to all pre-scheduled non-school weekdays (e.g. Spring Break, Teachers' Convention).

3.5.2 Children that are enrolled in Full-Time or Part-Time Care are charged \$25 per day for Full-Day Care.

3.5.3 Children that access Drop-In Care or that have not attended Hinton Kids for Success within the last month are charged \$40.00 per day for Full-Day Care.

3.5.4 All Inclusive 5 Month Contract Plan includes non-school day access at no extra charge (all days included in the monthly fee).

3.5.5 Should Hinton Kids for Success offer additional full day care due to unforeseen school closures, all children enrolled in the 5 month Contract Plan, Full Time Plan and Part Time Plan, will be billed an additional \$25/day. Children that are attending the program as a drop in plan will be billed an additional \$40/day.

Children that are currently enrolled (have attended the program within the last month) in the Hinton Kids for Success school-year program will take priority over new registrations for the upcoming Hinton Kids for Success school-year and will have access to enrollment prior to families that are new to the program

This priority time period will end 15 days before the start of the school year. Any returning families that have not registered before that time are subject to capacity limits and are not guaranteed a space.

#### 3.6 Upon enrollment, Caregivers are required to:

3.6.1 Complete all required paperwork and forms in iCare

- 3.6.2 Pay required fees;
- 3.6.3 Review the Hinton Kids for Success/Discovery Camp Policy Manual; and
- 3.6.4 Caregivers are responsible for adding each day that their child will be attending the program in the iCare monthly scheduler portion of the software. HKFS staff will not be responsible for adding or deleting entries in the monthly scheduler.
  - a) This includes families that are enrolled in the all-inclusive contract. This can be done at the beginning of the 5 month contract period or monthly.
  - b) The balance owing in iCare will be reflected accurately dependent on whether families choose to schedule month by month or the five months at once.

#### **4.0 DISCOVERY CAMP FEES**

- 4.1 Fees are \$40 per day, per child for “Regular Days”
  - 4.1.1 “Regular Days” will typically be Monday, Tuesday, Wednesday and Friday
- 4.2 Fees are \$50 per day, per child for “Trip Days”
  - 4.2.1 “Trip Days” will typically be on Thursday
- 4.3 There may need to be changes made between a regular day and a trip day based on tour operator availability.
  - 4.3.1 If there is a change in scheduled activities that affects the daily rate, as much advance notice as possible will be provided to families.
- 4.4 **All fees must be paid in full at the time of registration**
  - 4.4.1 Your dates will not be saved in iCare unless you pay the total amount owing in full upon registration.
  - 4.4.2 If your family qualifies for subsidy, please indicate this on the registration form in the appropriate location. All families should have received an estimate *prior* to registering for Discovery Camp. That estimate will be applied against the balance owing. All remaining balances must be paid at the time of registration.
  - 4.4.3 If you are eligible for subsidy, to register for Discovery Camp you cannot book your child through iCare. You must contact FCSS staff for assistance in registering. Your balance owing will be manually adjusted with your subsidy estimate

#### **5.0 DISCOVERY CAMP ENROLLMENT**

- 5.1 Summer Program (Discovery Camp) Enrollment is provided during July and August each year. It is booked by the day and runs from 7:45 a.m. to 5:30 p.m.

- 5.1.1 Regular Days and Trip Days will be identified on a monthly calendar prior to registration opening. Should there be any change to this calendar that is outside of Discovery Camp's control, after registration is open, appropriate credits will be offered.
- 5.1.2 Fees must be paid in full prior to the commencement of care.
- 5.1.3 Fees can be paid online through the childcare management software by credit card.
  - a) Additional credit card processing fees will be applied
- 5.1.4 If unable to pay online, fees are to be paid via debit, cheque or cash in the Family and Community Support Services Office (821 Switzer Drive).
- 5.1.5 Enrollment of all children in the Discovery Camp program is offered on a first-come-first serve basis.
- 5.2 Upon enrollment, Caregivers are required to:
  - 5.2.1 Complete all required paperwork and forms in iCare
  - 5.2.2 Pay required fees;
  - 5.2.3 Review the Hinton Kids for Success/Discovery Camp Policy Manual; and
  - 5.2.4 Caregivers are responsible for adding each day that their child will be attending the program in the iCare monthly scheduler portion of the software. The monthly scheduler will remain open to parents two weeks prior to the start of Discovery Camp. Any changes required after this time will have to be authorized by DC staff or FCSS management/administration
- 5.3 Subsidies
  - 5.3.1 Families that may be eligible for a subsidy may contact the FCSS Administrative Assistant at 780-865-6036 for more information.
  - 5.3.2 It is the responsibility of each family to apply for and access subsidy funding. The earlier the family applies for subsidy the sooner the funds will begin. More information on provincial subsidy is available at: <https://www.alberta.ca/child-care-subsidy.aspx>
- 5.4 Transportation
  - 5.4.1 Any transportation fees are separate from the above outlined program fees.
    - a) Some field trips/activities that require transportation may have fees covered through the registration fee.

- b) Transportation Fees are **not** covered by subsidy and will be charged separate from program fees.
- c) Transportation fees will be outlined in a separate transportation fee schedule.

## **6.0 PENALTIES**

### **6.1 Late Pick Up**

6.1.1 After 6:05 p.m. during Hinton Kids for Success school-year care and 5:35 p.m. during Discovery Camp summer care, a penalty of \$30.00 per half hour per family will be charged if children are not picked up.

6.1.2 Time is calculated based on the clock in Hinton Kids for Success.

### **6.2 Non-Sufficient Funds Cheques**

6.2.1 There will be a charge of \$25.00 for all Non-Sufficient Funds Cheques processed.

### **6.3 All Inclusive 5 Month Contract Plan**

6.3.1 If the contract is broken, ie. Child no longer attends the program or care is no longer needed, the remaining amount of the contract is due immediately upon cancellation. Extreme circumstances will be considered and are at the discretion of the HKFS Supervisor, FCSS Assistant Manager and FCSS Manager.

## **7.0 NON-PAYMENT & LATE FEES**

7.1 If families have not paid in full by the fifth day of the month, a penalty of 1.5% of the amount overdue will be applied, as per the Town of Hinton's policies.

7.2 **All payments for Hinton Kids for Success drop in program and Discovery Camp daily program are due upon registration for each day. Any families that have not paid in full will be unable to attend.**

7.3 If families have not paid by the end of the month, services will be terminated.

7.3.1 Full payment includes the payment of any Late Pick Up or Non-Sufficient Funds Fees.

7.3.2 If families have not paid their account in full 60 days following completion of services rendered, and all methods to communicate and assist families have been utilized by FCSS to collect the balance owing, the outstanding account balance will be forwarded to the Town of Hinton Financial department for collection.

## **8.0 REFUNDS**

8.1 Once payment has been made, fee refunds are not available.

## **9.0 CREDITS**

- 9.1 Credits are not issued for missed days.
- 9.2 The following exception(s) apply for Hinton Kids for Success school-year Full-Time Care:
  - 9.2.1 If the child will be absent for a full month of care, a credit may be issued if the Caregiver indicates that care is not needed at least two weeks (fourteen days) before the scheduled month of care.
  - 9.2.2 This does not apply to the All Inclusive Enrollment option.
- 9.3 The following exception(s) apply for Hinton Kids for Success school-year Part-Time or Drop-In Care and Discovery Camp summer care:
  - 9.3.1 The Caregiver indicates that a specific date of care is not needed at least one week (seven calendar days) before the scheduled date of care; or
  - 9.3.2 There is an emergency event in the child's immediate family and the Caregiver informs Hinton Kids for Success staff that the child will be unable to attend the scheduled date of care due to this emergency event.
    - a) Staff may require a Doctor's Note prior to issuing a credit.
- 9.4 Credits issued through Hinton Kids for Success must be used within the school year of the original scheduled date of care (school year meaning September to June).
- 9.5 Credits issued through Discovery Camp must be used by the end of the calendar year of the original scheduled date of care.