



## PLAYLAND DAYCARE CENTRE PARENT AGREEMENT

Dear Parents & Caregivers,

As part of our billing process, please read through this document and sign & date and return before/on your child's first day of care.

### EXPLANATION OF BILLING POLICY

Our monthly invoices go out on the third Friday of every month. This will ensure that you have your invoice before it's due. Fees are paid in advance by the first of each month via e-transfer to [sookeplaylanddaycare@gmail.com](mailto:sookeplaylanddaycare@gmail.com) using your account number you are given, or by cheque or cash. A fee of \$35 will be applied to NSF cheques. If you would like to set-up a payment plan with the center, please let management know and we will discuss it with you; this must be done in advance of starting your child at the center to avoid any charges. Late fees will count starting on the 2<sup>nd</sup> and will be \$30 per day that the payment is late. If not paid in full by the 4th, care will be suspended until fees are paid in full. An email or phone call to let us know your fees will be late is appreciated, but will not void you of your late fees or suspension of care. If partial payment is made, and the remainder of the fees are late, late fees still apply.

The Daycare has a limited number of spaces available each day as set out in the terms of its license, which dictates strict staff to children ratios. Staff members must be scheduled in advance, based on projected bookings. While we understand that plans change and children are sometimes too unwell to attend the daycare, once we have scheduled staff members to accommodate bookings, we cannot cancel them on short notice. Therefore, we must charge for spaces as booked.

Parents who have a regular booking arrangement must give **one month's written notice** if they decide to withdraw their child from the program or reduce the number of days booked. Alternatively, they may pay one month's fees in lieu of notice. Withdraw notice must be given on or before the **first of the month**, to provide a full 30-day notice in sync with our billing cycle. If you are on subsidy and are paying in lieu of the full month's notice, you are required to pay the full amount due, as subsidy will not cover you if you are not attending.

Drop-in spaces are subject to availability and may be booked in advance. No-shows and cancellation of Drop-in days with less than 24 hours' notice are billed in full at the drop in rate.

If you receive subsidy, it is your responsibility to ensure the subsidy is in place for each month and that all forms required by subsidy are submitted on time. Until we receive subsidy, you are responsible for the full amount due. When subsidy is received, it will be credited back to your account. Subsidy will not pay for your last month if you are paying in lieu of proper withdrawal notice. You will be required to pay the full fees.

Any overpayment on your account will be refunded to you or applied as a credit on your account, at your discretion.

Parents are still invoiced for their child's space on days when the daycare closes due to weather such as snow days or any other adverse conditions (emergency closures, power outages) in which we are unable to open the center. If the closure goes beyond 5 days, fee credits from the 6<sup>th</sup> day forward will be calculated and added to your next invoice. If we choose to close on days other than statutory holidays and for weather conditions, you will not be billed for those days.

### WITHDRAWAL OF SERVICES

Playland Daycare Center reserves the right to withdraw services for non-payment of fees or if, after careful consideration, the staff decide that it would be in the best interest of the child or the Centre.

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Signature of Parent/Caregiver

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Date