

HARMONY CHILDCARE CENTRE
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www.harmonychildcarecentre.ca

FEE PAYMENT POLICY FOR ALL PROGRAMS

Dear Parents and Legal Guardians, following are the fee policies that determine the continuation of care for your child at Harmony Childcare Centre:

REGISTRATION:

1. Upon accepting a spot at Harmony for your child, you will be required to pay the first bi-weekly payment for the option of care you have chosen. This payment is non-refundable. It will be applied to the first two weeks of care once your child starts at Harmony.
2. If you decide to withdraw your child from Harmony but think you may need future care, you will have to place your child back on the wait list. Once a spot becomes available, you will be required to re-register.

GENERAL FEE PAYMENT:

1. We recommend a series of post-dated cheques for your child's program fees – this helps in preventing the \$10.00/week late payment charge. Fee payment in the form of a cheque (made payable to Harmony Childcare Centre) may be dropped off to any program staff. Cash payments will be accepted by Susie or Cathy only and a cash payment receipt will be issued.
2. Full fees are due for all registered children regardless of whether your child attends or not.
3. Follow the Fee Schedule for the option of care that you have chosen for your child. Fee schedules can be found on our website. Fees are due bi-weekly or monthly. If fees are not paid by the dates listed, notice will be given, a late-payment charge applied and you will have one week to settle the account in full or childcare services may be terminated (refer to Overdue Accounts).
4. It is not our policy to grant refunds regardless of circumstances. However, when two weeks' notice is given of a child being withdrawn from our program, any post-dated cheques or payments made in advance that cover weeks not used, will be returned to you.

OVERDUE ACCOUNTS:

1. You will have until the third week of the month (if paying your fees in full) or three weeks past the date the original fees are due to correct the status of your unpaid fees. If fees are not received by the last day of this period, and you have not made payment arrangements with the Director, you will be notified of termination of services and your child's spot will be considered open. You will not be permitted to bring your child back to day care unless all outstanding fees are paid in full and the spot is still available. Continued reoccurrence of late and overdue payment of fees may also result in immediate withdrawal of services.
2. Overdue accounts will be issued a notice of withdrawal of services and the overdue account will be listed with a collections agency.
3. If you have difficulty making your payments, please contact the Director to discuss alternate arrangements. The Director will review each situation on a case by case basis.

NSF CHEQUES:

1. You will be notified of any NSF cheques and will be asked to replace the fees plus a \$25.00 NSF charge. Should the replacement cheque be returned NSF, fees in future will need to be paid in cash.

SCHEDULE CHANGES, WITHDRAWAL NOTICE:

1. Changes in your child's schedule which affect fees or withdrawal require 14 days' notice in writing.

- Harmony will request information from you regarding your child’s attendance for PA days, March Break and Summer Program. This is an organizational planning tool for staffing, lunches and activities. You will be required to pay the March Break and Summer fees during this time – regular fees are due if your child does not attend.

REGULAR SCHEDULED DAYS OF ATTENDANCE THAT FALL ON DAYS OF ILLNESS or GENERAL ABSENCE:

In order to cover regular operating costs, we still require payment of the following:

- Regular scheduled days that your child is not in attendance due to illness, or general absence are still considered payable.

VACATION CREDIT / REDUCTION IN FEES

- A pre-set two week vacation credit is granted to children who attend our program. The pre-set mandatory weeks are the second week of the two week Christmas Break and the first week of July (cleaning week). No fees are due during these weeks. You cannot switch, alternate or pick your own vacation time. These are the only two weeks where fees are not paid. Any other vacation time you take is payable.
- Harmony does not issue credits for sick days, vacation days or any unexpected centre closures. Some examples could include but are not limited to snow days, black out days, all natural disasters, any situation when closure is necessary because the centre / school / surrounding area is considered unsafe, etc.

SCHOOL NOT IN SESSION DAYS – PA Days

Please refer to the Parent Handbook for the policy regarding PA Days and the fees due on these days.

HOLDING FEE / RETAINING FEE – we no longer offer this

- If you wish to maintain your child’s space, full fees must be paid regardless of attendance.

REQUESTS FOR LETTERS:

Any requests for letters, besides confirmation of your child’s enrolment start date and weekly fee, will result in a \$25.00 fee/letter. Some examples are letters for lawyers, Revenue Canada, addition of weekly fee payments, etc. Letters will be issued within two weeks of the e-mailed request.

RECEIPTS:

- Official Receipts for income tax purposes will be issued on an annual basis before the end of each February. We ask that parents pick up receipts from their respective programs.
- Official Receipts will not be issued for accounts that are in arrears.
- Programs will provide unofficial receipts for cash payments at the time of payment.

I am the legal guardian of this child and have the authority to enter into this agreement. I have read, understood and agree to abide by the above policies.

Parent / Guardian Signature

Date

Parent / Guardian Signature

Date

Your Child’s Name

Your Child (ren’s) Name

Date

Parent Received a copy: yes no

Date: _____

Staff Signature: _____