



# PLAYFUL HEARTS CHILDCARE, LLC.

1044 S. Silverbrook Drive

West Bend, Wi 53095

Ph. 262-338-0172

Hours: 5:00 am to 6:00pm Mon- Fri

**Rates – Call to ensure proper pricing! \* Discounts may apply!**

Age/Room →	0-24 mths old	2 yr olds	3 yr olds	4-5 yr olds	School Age Rates ↕	6-12 years / School-age School Age Room		
# of Days reserved per week ↓	Rainbow Room & Wild Ones	Fishy Friends Room	Mighty Movers Room	4K Explorers Room		Before OR After School	Before & After School	Summer/School Out
1 Full Day	\$95.00	\$75.00	\$70.00	\$65.00		\$16.00	\$26.00	\$65.00
2 Full Days	\$145.00	\$125.00	\$115.00	\$110.00		\$31.00	\$51.00	\$110.00
3 Full Days	\$195.00	\$175.00	\$160.00	\$155.00		\$45.00	\$75.00	\$145.00
4 Full Days	\$240.00	\$220.00	\$205.00	\$195.00		\$58.00	\$98.00	\$175.00
5 Full Day	\$285.00	\$265.00	\$250.00	\$240.00		\$70.00	\$120.00	\$210.00
Full day: more than 5hrs per day up to 11hrs per day Over 11hrs: hourly rate (12hr max)					School Age Rates ↕	Before OR After school includes up to 3 hrs of care per day either before or after school		
Half day: 5 hrs or less per day						Before & After school includes up to 3hrs before & 3hrs after school of care per day		
<b>Minimum weekly enrollment: 1 full day OR 2 half days</b>						Summer/School out includes up to 11hrs per day		
1 half day Flat rate per ½ day	\$70.00	\$55.00	\$50.00	\$45.00				\$45.00
<b>Additional Hours of Care &amp; Drop In Rates</b>	\$11.00 per hour					\$9.00 per hour		

## Rate details and options:

- Tuition Rates:** Tuition rates are established based on a child's room placement, \*\*Not necessarily by their age\*\*. Once a tuition rate is established the rate does not change until the child transitions fully to a different room permanently in January, June or September OR if/when center rates are assessed and there are resulting rate changes that occur.
- Multiple Child Discount:** Families with multiple children attending 3 or more full days per week are given a discount off the total of the fulltime children attending: 10% discount for 2 children and 15% discount for 3 or more children.
- Payments:** Tuition fees are due on Fridays for the following week of care. Tuition fees are non-refundable. Tuition can be paid weekly, bi-weekly, monthly, etc., but it must be paid in advance for the care received. We accept CASH, CHECK, MONEY ORDERS, and CREDIT/DEBIT cards. We HIGHLY recommend automatic withdrawals (ACH)/ auto-debits; processed on Thursdays for Friday's payment. You can also pay online at myprocare.com. There is a \$25.00 late fee applied on Monday at 10am if your account shows a past due balance. If there is a past due balance on Wednesday, your child will be denied care at drop off if payment arrangements have not been established. Past due accounts will need to go on automatic debits if the account is past due more than three times in 6 months.
- Returned Payments:** The first NSF fee is \$35.00 for any returned payment, second is \$50.00 and all remaining payments will need to be made by cashier's check/money order or credit card.
- Varied Schedules:** Varied schedules are first come first served for available spots within each classroom. Schedules need to be turned in at minimum two weeks in advance. Ex change is needed for week of beginning the 11th, changes need to be turned in by week ending the 25th. Schedules turned in late, will be checked for availability and are not guaranteed. There is a \$5.00 varied schedule fee per week. Set schedules will be put on a varied schedule after three schedule changes in a year.

6. **Adding Days:** Additional days added to your set weekly schedule will be billed at your current daily rates. Please submit schedule changes in writing to add days to your child’s schedule. A change in tuition fees due will occur for all schedule changes, will be billed to your account for the next billing cycle, and must be paid in advance. Set schedule families can do 3 varied schedule changes per year before account is put on a varied schedule weekly.

7. **Vacation Days:** Families are charged for all days when their child is scheduled regardless of holidays or actual attendance unless a Vacation Day is used. If you do not want to pay for these days, families should use a vacation day to cover the holiday or absence. We require a two-week advance written notice for any scheduled vacation requests to use vacation days. Parents on set schedules may not do a varied schedule to avoid using a vacation day and/or paying for regularly scheduled fees. Vacation days are issued at enrollment and annually in January for the entire year. These expire December 31<sup>st</sup> of each year. These can be used starting after 30 days of enrollment. The number of Vacation Days issued are based on each child’s enrollment schedule and will be adjusted if scheduling changes occur, including for kids starting school in fall. They have NO CASH value. Vacation days cannot be used during a two-week termination notice. Children only enrolled for before and/or after school care only, summers only, or drop-in care are not eligible for vacation days; children must be enrolled/attending year-round. \*NEW starting in 2024- If your child has a surgery requiring more than an extended absence, parents will not need to use a vacation day for surgical absences for days 1-5 with a note provided from the doctor documenting the medical need for the absence.

Month Enrolled	Number of Days enrolled per week			
	5 Days	4 Days	3 Days	2 Days
Full or 1/2 Days of equal amount of time	5	4	3	2
Jan 1 - Feb28	14	12	10	8
Mar 1 - April 30	12	10	8	6
May 1 - June 30	10	8	6	4
July 1 - Aug 31	8	6	4	2
Sept 1 - Oct 31	6	4	2	1
Nov 1 - Dec 31	4	2	1	0

8. **Registration Fees:** The center charges an enrollment fee of \$75.00 upon enrollment per family. Enrollment and registration fees are nonrefundable.

In addition, instead of charging annual registration fees our center has opted to give parents options. ☺

**Option 1:** pay a \$60.00 annual registration fee per child when their child transitions to another classroom (School-agers: May for summer care only, and September for school year care only)

**Option 2:** supply the classroom with a list of supplies specific to that age group when their child transitions to a new classroom (School-agers: May for summer care only, September for school year care only).

9. **Early Drop off/ Late Pick up:** There is a 5-minute grace period for early drop offs. There is a 10-minute grace period for late pick-ups. A late pickup/early drop off charge of \$1.00 per minute will be billed for each minute that your child is dropped off early or in our care beyond the grace period of your child’s scheduled pick-up time. If this is a common occurrence, you will need to do a varied schedule change to accommodate the extra hours needed.

10. **Reserving a Spot/Waitlist:** To go on our waitlist, families will need to reserve a spot. To reserve a spot at our center, we require a two-week deposit placed on the account. This will go towards your last two weeks of care should you no longer need care. Should circumstances change prior and you no longer need to reserve a spot, please cancel in writing at least 45 days in advance. One week of the deposit will be returned and the other will be used to cover time we have reserved the spot while we were turning other families away, and to allow us time to fill the spot. No refund will be issued for notices of less than 45 days to cancel reservations.

11. **Termination of Care:** There is a two-week written advance notice for termination of care. Parents will be responsible for all regular tuition fees during the two weeks’ notice of termination whether the child/ren continue to attend or not.

12. **School Age Summer Care:** School age children accepted during summer will be limited in numbers. Must sign up on first come first served basis in April-May. School age children attending will be required to attend summer school to allow 4K children focused learning time. Please make sure to sign your children up for summer school in time to attend ALL sessions. We will transport to the local elementary summer school site and if time allows the middle school summer school site as well. If not attending summer school, school age children should be dropped off no earlier than noon/12:00pm daily or will be charged 4K rates for earlier drop offs.

We have a ‘NO PAY, NO PLAY’ policy. This means you must make your payments in order for your child to attend. If you do not, your child may be refused care. If a situation arises and you cannot make a payment as agree, speak to the Director to set up payment arrangements immediately. A credit card or checking account is required to secure the payments on ALL accounts; which will be billed if care is terminated by either party and you fail to pay any remaining bill within 3 days or should your account remain past due for longer than 5 days past the due date. Should collections through small claims/collections be necessary, payors on account will be responsible for all collection/court or other fees associated.