

Child(ren)'s Name: \_\_\_\_\_ Parent's Name: \_\_\_\_\_  
School: \_\_\_\_\_

## Fees

Fees are calculated on a daily basis and will be the same for the entire calendar year unless a fee increase has been approved by the Board and communicated to parents 45 days before it takes effect or there is a change to your child's schedule (for example: your child's category of care changes, your child's set recurring schedule for the # of days change).

Your child care fees will fluctuate month to month based on the # of scheduled days in each month. An online Payment Estimator is available on RisingOaks' website to assist you in determining the estimated fees for each month based on your child's schedule.

### **General Notes:**

- RisingOaks does not charge fees for statutory holidays (i.e., New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day), nor during the Christmas Closure the week between Christmas and New Year's.
- RisingOaks does not issue credits for sick days, vacation days, or any unexpected centre closures. Some examples could include but are not limited to school closures days (e.g., due to weather/road conditions, strike days or COVID closures), black out days, all natural disasters, acts of terrorism, etc.
- All account adjustments must be discussed with the Administration Office within one month of the statement date.

### **School-age/YDP Families:**

Parents are responsible for full fees for all months except July and August. Monthly invoices do not include any care for statutory holidays, the month of July, the month of August, nor RisingOaks' Christmas closure (the week between Christmas and New Year's).

If you require care on PA Days, during Winter Break, March Break, Easter Monday, additional fees will be required as per RisingOaks' posted Fee Schedule. Failure to opt-out of these programs – providing notice of 10 business days – will result in fees being charged.

Summer Camp is offered on a weekly basis and operates on a separate payment system with a weekly fee. A deposit for each week of care may be required. Summer Camp also has its own camp cancellation terms and conditions. For Camp registration information and full-details on camp payments, visit <http://www.RisingOaks.ca/summer-camp>.

## Methods of Payment & Due Dates

### **Pre-authorized debit (PAD) is the primary method of payment.**

PAD is a safe and convenient way to pay your fees.

With pre-authorized debit, your monthly fees will be calculated based on scheduled days at the daily rate and then split into two equal payments:

- 50% will be withdrawn on the 1<sup>st</sup> of the month
- The remaining 50% will be withdrawn on the 15<sup>th</sup> of the month.

If either the 1<sup>st</sup> or the 15<sup>th</sup> falls on a weekend or banking holiday, the pre-authorized debit will be made on the next business day following the due date.

A pre-authorized debit registration form, along with a void cheque, will be required upon enrolment. We require two weeks' notice to set up a new pre-authorized debit (also referred to as "PAD") agreement as your method of payment.

### Other methods of payment

In extenuating circumstances, an agreement may be made to accept payment via post-dated cheque or e-transfer. Decisions to accept such payment methods will be at the sole discretion of management.

Payment in full must be received on the 1<sup>st</sup> (or 1<sup>st</sup> and 15<sup>th</sup>) of each month.

- *Failure to provide payment on time will commence RisingOaks' collection efforts, including the use of an external collection agency.*

### Adjustments for Extra Days Billing

Additional days for YDP children on a part-time schedule require a written request to [ydp@risingoaks.ca](mailto:ydp@risingoaks.ca)

Once the YDP supervisor confirms that your child is scheduled for an extra day or PD Day as per your request, you will be responsible for payment for that day, except for PD Days if you cancel the request/Opt-out prior to the deadline.

### Dishonoured Payments

A \$30 service charge will be levied on all dishonoured payments (e.g., NSF, funds not cleared, etc). After a 2<sup>nd</sup> dishonored payment within a 12-month period, the account holder may be required to use an alternate payment method as determined by management.

Dishonoured pre-authorized debit withdrawals will be re-presented to the bank for payment, in the original amount, three business days following the date that RisingOaks is notified that your payment was declined. You will receive email notification prior to the payment request being re-presented to the bank. A service charge of \$30 will be invoiced separately and is payable by e-transfer. If the re-presented payment is also dishonoured, another \$30 service charge will be invoiced and further collection efforts will commence.

These service charges will be adjusted, from time to time, as bank charges change. Families will be given 45 days' notice of this change.

### Termination of Child Care Spaces Due to Non Payment

This policy is to ensure the prompt and efficient payment processing of your child care fees.

Payment in full must be received on the 1<sup>st</sup> (or 1<sup>st</sup> and 15<sup>th</sup>) of each month.

RisingOaks Early Learning Ontario, at any given time, has the right to suspend or terminate space due to child care fees being in arrears.

## Scheduling and Schedule Changes

RisingOaks Youth Development Programs offer both full-time and part-time schedules to meet the needs of many families. Schedules may consist of any combination of days and programs but must be set and recurring weekly (e.g., every Monday to Friday each week or Monday, Tuesday and Thursday each week) to ensure the safety of children. Billing will occur for all scheduled days regardless of attendance in the program.

YDP programs require notice of 10 business days to make a schedule change. Notice shall be submitted to the YDP supervisor via email at [ydp@RisingOaks.ca](mailto:ydp@RisingOaks.ca)

Requests to change the days of the week (e.g., M-W-F to M-T-W) or to add an extra day to your set recurring schedule are dependent on available space. If you decrease your set number of days, there is no guarantee that a space will be available later to revert back to your previous schedule.

## Notice Required for Withdrawal from Care

The following notice periods are required to withdraw from the program, including for families who have pre-enrolled but have not yet started:

- School-age programs, including YDP, require notice of 10 business days

Fees are owing for the duration of the notice period. If insufficient notice is provided, fees will be billed to your account and are payable upon invoicing.

Any outstanding accounts will be subject to further collection efforts which can include the involvement of an external collection agency.

## Maintaining Child Care Spaces During the Summer Months

### YDP Families

Parents who have a child(ren) *currently in a YDP before and after school program as of June 1<sup>st</sup> of the calendar year* have the following options with respect to care during the months of July and August:

1. **Summer Camp:** enrol your child(ren) in the Sr. Camp program offered during the months of July and August. Camp programs are based on a weekly schedule during the summer months. A weekly charge is applicable regardless of any time off during that week. Camp Registration is open to RisingOaks families for a 2-week pre-registration period in late February. Registration will open to the public in March. Parents should note that the withdrawal notice is different for Camp programs than that of other programs. See <http://www.RisingOak.ca/summer-camp> for more details.
2. **Take the Summer Off:** If you choose not to enrol your child (ren) in the Summer Camp program, you have the option to pre-enrol your child (ren) in the YDP Before School and/or After School programs for the following September.
  - If you pre-enrol for September and later decide that your children will not be returning, the standard notice of 10 business days is required to withdraw from the program. Program fees are charged during the notice period.

*RisingOaks reserves the right to make additions or changes to these policies at their discretion. Notice of 45 days will be given informing parents of any changes.*

**Acknowledgment**

I am the legal guardian of the child and have the authority to enter into this agreement. I have read, understood and agree to abide by the above policies. I hereby consent to the collection, use and disclosure of my personal information or that of my child/ward, by RisingOaks Early Learning Ontario as specified in RisingOaks' Privacy Statement (available at [www.RisingOaks.ca](http://www.RisingOaks.ca) or from you're the YDP Supervisor), which I have fully read and understand.

\_\_\_\_\_  
Parent/Guardian's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian's Signature

\_\_\_\_\_  
Date

*One parent/guardian signature is acceptable, except where a court order/agreement exists that require both signatures.  
When completed electronically, typing your full legal name in the signature box constitutes your signature and is binding.*

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

<b>For Office Use:</b>	
<input type="checkbox"/> Signed Parent Policy Received (all pages) and in child's file	
<input type="checkbox"/> Enrolment Set up in Sandbox	Date: _____ By: _____