



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

## Registration Fee

Upon enrolment, there is a \$20.00 non-refundable registration fee per child.

## Customer Deposit

A customer deposit equal to 2 weeks of fees per child must be paid in advance and is held in **a non-interest bearing account** until written notice of withdrawal has been received. For a full-time child attending 5-days per week, this is equal to 10 days x the daily fee. The customer deposit is prorated for part-time schedules.

Your customer deposit will be adjusted accordingly whenever a significant increase has occurred with your recurring child care schedule. This customer deposit will be credited towards your account once the required notice has been received.

## 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 Owl's website to assist you in determining the estimated fees for each month based on your child's schedule.

### General Notes:

- Owl 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.
- Owl 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, acts of terrorism, etc.
- All account adjustments must be discussed with the Administration Office within one month of the statement date.

### Families with School-aged Children:

Parents are responsible for full fees for all months except July and August. Monthly invoices do not include any care for Training Days, Professional Activity Days, March Break, Easter Monday, the month of July, the month of August, nor Owl's Christmas closure (the week between Christmas and New Year's).

If you require care on PA Days, during Winter Break, March Break or Summer Camp, additional fees will be required as per Owl's posted Fee Schedule.

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.owlchildcare.org/summer-camp>.



## Methods of Payment & Due Dates

Owl Child Care accepts two methods of payment:

### 1. Pre-authorized debit (PAD)

PAD is a safe and convenient way to pay your fees; this is our preferred method of payment.

If pre-authorized debit is chosen, your monthly child care fees will be 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 one month's notice to set up a new pre-authorized debit (also referred to as "PAD") agreement as your method of payment

### 2. Post-dated cheques

If paying by post-dated cheques you must submit post-dated cheques for the entire calendar year.

Those who choose to pay by post-dated cheques may choose one of the following payment plans:

- *Monthly Payment Plan*: Your full payment is to be paid on the 1<sup>st</sup> of each month
- *Semi-monthly Payment Plan*: Two payments may be made, one on the 1<sup>st</sup> and one on the 15<sup>th</sup> of the month, each representing one half of the monthly fees owing.

### A Note About Cash Payments

In order to ensure the safety of the staff that are required to handle cash payments and to minimize the risk of theft, payments by cash, certified cheque or money order will only be accepted if required by Owl due to previous payment issues.

If paying by this method, parents are required to hand payments directly to the Supervisor or Assistant Supervisor. Do not leave cash payments in the locked payment box.

### Adjustments for Extra Days Billing

Any adjustment required to your account (such as for extra PA days) will be billed separately and requires pre-payment via post-dated cheque at the time of booking the extra days or via preauthorized payment. Registration for such days will be communicated in advance and include the payment date.

**Regardless of which method of payment and payment plan you choose; all child care fees must be submitted to the centre by the 1<sup>st</sup> of each month.** 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 Owl's collection efforts, including the use of an external collection agency.*



## Dishonoured Payments and Cheques

A \$30 service charge will be levied on all dishonoured cheques (e.g., NSF, funds not cleared, etc) and must be paid with the dishonoured payment within one week of the date on the notice in order to maintain your child care space. After a 2<sup>nd</sup> dishonored cheque within a 12-month period, the account holder will be required to make cash payments for a 6-month period.

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 Owl 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 cash, certified cheque or money order. 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.

Owl Child Care Services of Ontario, at any given time, has the right to terminate space due to child care fees being in arrears.

## Late Pick-up Policy

All Owl centres close at 6:00 pm. If a parent, or other authorized adult, is unable to pick up the child by 6:00 pm, alternate arrangements must be made in order to ensure children are picked up from the centre prior to the closing time. **Late pick up is not permitted.**

Please be aware of road conditions throughout the day (weather, construction etc.) and plan travel time accordingly.

Children picked up after the 6:00 pm closing time are tracked and can expect the following:

- *First Late:* A call or email from the supervisor reminding them of the service hours.
- *Second Late:* A formal warning letter from the supervisor.
- *Third Late:* A third late may result in termination of care from the child care program or camp.

Should a child be left in care more than an hour after the program closes, with no communication from the parent or the emergency contacts listed, Family and Children Services will be notified by the educator.

## Scheduling and Schedule Changes

Owl offers 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 set recurring dates regardless of attendance in the program.



The following notice periods are required to make a schedule change:

- Infant, Toddler, Preschool programs require notice of 20 business days.
- School-age programs require notice of 10 business days

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:

- Infant, Toddler, Preschool programs require notice 20 business days.
- School-age programs require notice of 10 business days

Fees are owing for the duration of the notice period.

Upon receiving the termination or withdrawal notice, a review will be conducted on the family account:

- If sufficient notice has been provided, the customer deposit – less any outstanding balances, will be refunded.
- Should insufficient notice be provided, fees for the duration of the notice period will be deducted from the customer deposit, with the balance, if any, being refunded.

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

#### 1. Infant, Toddler and Preschool Programs

There are no special policies with respect to maintaining spaces during the summer for the infant, toddler and pre-school programs. Requests to withdraw for the summer require the standard notice period of 20 business days is required. Program fees are charged during the notice period.

- 1.1. If you wish to decrease your child's schedule for July and August, full time care in September will not be guaranteed. Changes to your child's summer schedule after Confirmation of Care forms are provided will null and void your confirmation. Your September spaces will be re-confirmed based on your new status and priority order.

#### 2. School-age Families (JKK and school-age)

Parents who have a child(ren) *currently in a 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:

- 2.1. **Summer Camp:** enrol your child(ren) in the Jr. Camp (JKK) or Sr. Camp (school-age) 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 Owl members in 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 [www.owlchildcare.org/summer-camp](http://www.owlchildcare.org/summer-camp) for more details.



2.2. *Take the Summer Off:* If you choose not to enrol your child (ren) in the Camp program, you have the option to pre-enrol your child (ren) in the Before School and/or After School programs for the following September. If you do so by June 1, your customer deposit will be retained.

- A Confirmation of Child Care Space(s) will be issued by Owl to guarantee your space for September. Changes to your child’s summer schedule after Confirmation of Care forms are provided will null and void your confirmation. Your September spaces will be re-confirmed based on your new status and priority order.
- 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.

***Owl 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 Owl Child Care Services of Ontario as specified in Owl’s Privacy Statement (available at [www.owlchildcare.org](http://www.owlchildcare.org) or from your centre 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.*

\_\_\_\_\_  
 Supervisor’s Signature

\_\_\_\_\_  
 Date

**For Office Use:**

Signed Parent Policy Received (all pages) and in child’s file

Enrolment Set up in Sandbox

Date:

By: