



“Where Kids Count”

Enrollment Agreement

Acknowledgment, Understanding, and Agreement:

I/We being the parents or guardians of the child/children named in the registration form, understand, acknowledge, and agree with the following clauses to this document.

Payment of Fees:

1. I/We will be responsible for the payment of fees.
2. MTJB processes tuition payments via credit card or direct withdrawal from a bank account. Payment is collected in the HiMama app, which we also use for daily communication. We strongly encourage all families to turn on automatic payment to guarantee your tuition is paid on time.

Before your child starts, you'll receive an email from HiMama to help you set up your payment method in the “invoicing” section of their app.

Recurring online automatic payments – how they work:

You'll receive an invoice in HiMama a few days prior to the payment due date. If you have any questions or concerns about the amount, please contact us prior to the payment due date so we can make any necessary adjustments.

Your tuition fee will automatically be charged to your preferred payment option (credit card or bank account) within 1-2 business days of your payment coming due. Please make sure you have sufficient funds before your payment is due.

Insufficient funds will incur a \$25 NSF charge that will be added to your next invoice.

- a. Monthly statements/invoices will be sent out via the HiMama app at the first of the month;
- b. Payment in full will be required by the 15th of that month;
- c. If full payment is not received by the 15th of the month, child care services can be terminated as of that date. However, every effort will be made to assist families in meeting their payment obligations;

d. Should termination of services occur, children can return once payment in full has been received and provided that the child care space is still available.

e. MTJB contracts with a collection agency for the recovery of delinquent accounts when necessary.

Credit Card Fees:

Families have the option to pay their tuition fees with their Visa or Mastercard. Credit card fees are the responsibility of the parent and will be billed at the current rate of 2.9% added to following month's invoice.

This fee is subject to change and is determined by HiMama.

Registration Fee:

3. A non-refundable registration fee (\$15.00 per single member or \$20.00 for a family) is paid upon enrollment.

Late Pick-up:

4. There will be a fine for the late pick-up of your child. It is expected that families will be out of the Centre by closing time. A rate of \$25.00 per half hour will apply to late pick-ups. Late fees will be added to the current month's invoice or the next invoice.

Enrollment:

5. I/We understand and acknowledge that child care fees are payable for 100% of scheduled days. Therefore, if a child is ill or cannot attend for other reasons (vacation, appointments, etc.), there will be no credit or refund.

6. I/We understand that fees are payable based on all regularly scheduled days (for example, every M/W/F) even when said days fall on a Public Holiday or other holidays (Christmas, March Break).

7. I/We understand and acknowledge that MTJB will provide a credit for fees paid when MTJB is unable to provide service for a child (such as classroom closure due to staff shortage). I/We understand that credit **will not** be provided if I/we are required to pick up our child/ren before the usual closing time. I/We understand that credit **will not** be provided if I/we choose to keep home siblings of children whose classes are closed, as long as that sibling's classroom remains operational.

Fundraising Fee:

8. MTJB has Fundraising Fee policy that states that all families will be invoiced for a monthly fundraising fee of \$10 for part time, and \$15 for full time. These dollars will purchase special items & reduce the overall investments in time & effort for our families

& staff (running fundraising campaigns, etc.) This item will be billed separate from your monthly tuition invoices.

Termination/Change of Services: By the Applicant:

9. I/We understand and acknowledge that I/We may withdraw my child from the program and terminate the contract upon written notice giving at least two weeks before the intended date of withdrawal. If written notice is not given, I/We will be billed for the fees outstanding during this period.

10. I/We acknowledge that I/We may re-register after an absence. However, the registration fee will apply. Also, as notice of my withdrawal is received, my child's name will be added to the bottom of the waiting list, and I/We cannot be guaranteed re-entry to the program.

11. I/We acknowledge that once days are booked, they cannot be changed. Extra days may be booked if available. If I/we choose to reduce our days from full time to part time, MTJB cannot guarantee space will be available in the event that I/we wish to resume full time care.

12. I/We acknowledge that full-time families, who wish to reduce their services in the summer, or while on maternity leave, will continue to pay a minimum of two days per week to maintain their childcare space. MTJB requires a month's notice for families who wish to withdraw their children for the summer. Also, as notice of my withdrawal is received, my child's name will be added to the bottom of the waiting list, and I/We cannot be guaranteed re-entry to the program. I/We acknowledge that I/We may re-register after this absence, if space is available. However, the registration fee will apply.

13. For families on a contracted schedule (as determined at the time of enrollment), there is no allowance for non-payment of fees during vacation periods. You will be billed for the average number days you utilize in a month.

Termination/Change of Services: By the Corporation:

14. I/We understand and acknowledge that this contract may be terminated by the Corporation with a minimum of two weeks' written notice.

Withdrawal Due to Special Circumstances

If an individual's behaviour is disrupting the program, harming others, or damaging the program's property, a family may be withdrawn from the program. This extreme measure would only take place after consultation with the child's family. All decisions made are made considering the best interest of all of the children enrolled in the programs. MTJB reserves the right to withdraw services for the following reasons:

I. A child's behaviour is consistently causing excessive disruption to the program, harming other children, staff members, or damage to property.

Procedure for Discharge Due to Child's Inappropriate Behaviour

- Each situation involving extreme behaviours and issues will be monitored and assessed by the Program Manager and, if necessary, the Executive Director and Board of Directors.
- Each family and child will be treated with respect, and dignity with procedures and recommendation being made with the best interest of all children in mind.
- Two weeks' notification may or may not be given if a family is asked to withdraw a child.
- Regular fees and fees due during notice will be levied.
- Contracts may be terminated upon written notice given at least two weeks before the intended date of withdrawal of the Board of Directors of the More Than Just Babysitting Child Care Inc., according to the Policies and Procedures

II. A parent's refusal or inability to abide by the policies and procedures as set out in the Parent Handbook.

III. A parent's conduct being harassing, belligerent, abusive, or in any other manner, inappropriate.

IV. Outstanding fees

Enrollment Criteria:

15. As a non-profit charitable organization, the financial viability of this Corporation is based on all childcare spaces generating fees for service. As a result, the Corporation will consider the following enrollment criteria.

MTJB will:

- a) Fill child care spaces with clients who commit to a full-time enrollment contract.
- b) Enroll clients on a part-time basis where a contract can be put in place committing the family to pay for a minimum number of days of service (for example, three days per week or a set rotation)
- c) Enroll clients for full-time summer care if child care spaces are available.
- d) Enroll clients for part-time summer care if child care spaces are open.

e) Enroll clients on a fee-for-use basis if child care spaces are available. If there is no child care space open at this time or should you require a space at a later date, you must place your child on our waiting list to receive consideration.

f) In certain circumstances, parents can request that a child care space be reserved for a future date (maximum three months). A non-refundable holding fee of \$150.00 will be required.

Income Tax Receipts:

Digital income tax receipts are available on the HiMama app. These receipts will include amounts for all services rendered and will be available on HiMama. It is solely the applicant and co-applicant's responsibility to print the receipt.

Account Payment

Parents with any questions can contact the Finance Officer Marlene, via email at mtjbfinance@gmail.com or the Executive Director Ruth, at rshay@xplornet.ca. All family accounts must be paid on time so that MTJB can meet its commitments to staff, landlords, and suppliers.

Accounts not paid by the month's last day will be submitted to a collection agency. The outstanding debt is subject to a 10% per annum finance charge. Please note, debt in collections can have a severe impact on your credit score.

Every effort will be made to assist families in meeting their payment commitments.

Marlene Neddo,
Finance Officer
mtjbfinance@gmail.com



“Where Kids Count”

Acknowledgment, Understanding and Agreement:

I/We being the parents or guardians of the child/children named in the registration form, understand, acknowledge and agree with following clauses to the MTJB Enrollment Agreement and Account Payment.

Families are encouraged to apply for subsidy through the Social Services Department at the Leeds and Grenville County Office in Brockville. A brief assessment will determine financial eligibility. The contact phone number for the subsidy office is 613-342-3840 or 1-800-770-2170. Brochures are available at the Child Care Centres of MTJB.

We, the undersigned, commit to using the following days of care per month:

Monday Tuesday Wednesday Thursday Friday

Or as per our monthly schedule

Are you:

Yes No Applying for financial assistance through United Counties?

Yes No Paying Full Fee?

Other funding source? (Please specify)

1.) Child(ren) Names: (first and last)

2.) Applicant Name (please print): _____

Applicant Signature: _____ Date: _____

3.) Co-applicant Name (please print): _____

Co-applicant Signature: _____ Date: _____