



## BILLING STANDARDS/ FEES 2017-2018

### Registration Fees for All Contracts

- All registration fees are *nonrefundable*.
- School year *nonrefundable* registration fees are \$50 per child or \$75 per family.
- The *nonrefundable* registration fee for Summer Camp is \$55.
- Registration fees for DES approved students and WESD employee students will be discounted 50% off original fee. (No additional discount given for promotional or early registration time frames)
- McKinney-Vento student registration fees will be waived upon district approval (limited availability).
- Registration fees may be discounted or waived throughout the year by program staff for special circumstances or program promotions.

### Fees for Enrollment

- Nonrefundable registration fee and the first 2 weeks payment are due at time of registration.
- Returning families with past due accounts must be paid in full with money order prior to enrollment.

### Weekly Contracts

- Customer is liable for the fees stated in the current contract until a new contract or withdrawal form is completed. All contract changes and withdrawal forms are due by Thursday of the week prior to the change.
- **Contract changes and withdrawal forms must be received by Thursday at 6:00 PM to be effective for the following week.**
- Billing rates are charged weekly according to the most current contract on file. Weekly charges will continue until parent completes withdrawal form or contract is changed. All contracts must have a minimum of 1 day selected.
- There are no credits or refunds given for absences or unused days (ex. child suspensions, sick, etc.)
- There is no charge on school holidays when KidSpace care is unavailable.
- The weekly non-contracted daily rate is \$11 for PM care and \$6 for AM care.
- Non-contracted days that are used will be billed at the non-contracted daily rate.
- The weekly contracted daily rate is \$8 for PM care and \$3 for AM care.
- McKinney-Vento, Sibling, and Employee discounts will only be given for contracted AM/PM rates, non-contracted AM/PM rates, and PLC rate.
- Sibling Rate applies only to the oldest children.

## General Billing Standards for All Contracts

- Statements will be available Monday afternoon for parents to review. It is the parent's responsibility to pick up statements and review weekly for accuracy.
- Statements will include: the following week's contracted days, any additional non-contracted days used from the previous week, any late pick up fees from the previous week, and any other miscellaneous charges.
- All account balances are to be paid in full by Friday 6:00 PM.
- A \$10 late payment fee will be charged each week on all accounts that have a balance after 6:00 PM Friday.
- Only checks or money orders payable to KidSpace are accepted payment –**NO CASH ACCEPTED.**
- A child finder fee of \$5 will be charged for any absences that are not reported to KidSpace before school dismissal on the day your child is absent from the program. (This only applies to children scheduled in the PM program.)
- A \$25 NSF fee will be charged, in addition to the principal amount, for any returned checks. Payment for NSF charges must be made by money order or cashier's check. Accounts with excessive NSF charges may be asked to pay by money order or cashier's check only.
- Children may be disenrolled when account is past due.
- Reinstatement of services due to any disenrollment/withdrawal will be \$25 per family.
- Summer/Fall/Winter/Spring Break weeks will *not* be billed according to the school year contract (except ECE during Fall, Winter and Spring break). If there is a week with no school, a Camp Contract must be filled out to use camp services.
- Refunds may be requested after withdrawal from the program if there is a credit on the account. Refunds may take up to 30 days to be processed.
- \$3/minute per child will be charged after 6:00 PM. These charges are added to accounts the following week and must be paid in full by the following Friday to avoid late fees. After 3 occurrences, child may be disenrolled from the program.
- In the event that parents or emergency contacts cannot be reached after the center closes, WESD has been advised to contact the Phoenix Police Department or Department of Child Safety.

## DES Contracts

- DES **financial assistance is available for income-eligible** families. If authorization expires, parents are expected to follow the same guidelines as families not receiving financial assistance. The customer will be responsible for paying any additional charges on the invoice.
- For DES families on weekly contracts, accounts will be charged according to the contract on file one week in advance. No credit will be given for absences or unused contracted days.

- A \$1 non contracted rate will be charged in addition to the copayment for AM and/or PM non contracted day that is used.
- For DES families on monthly contracts, accounts will be billed one month in advance.

### **Monthly Contracts (4 Year Old Program)**

- All payments are due before the first of every month.
- A \$10 late fee will be assessed on all accounts with a balance on the first day of the month. After the first of the month all accounts with a balance will be billed \$10 each Monday until the account balance is paid in full.
- Accounts with a balance will be recommended for **disenrollment of the child by the Program Supervisor.**
- Contracts starting on or after the sixteenth day of the month will be discounted by 50%.
- There is no proration or credit given for new enrollees who enroll before the sixteenth of the month.
- Any attendance during non-contracted time will be charged at a daily rate of \$18 for less than 6 hours, or \$25 for 6 hours or more. These charges will be added to accounts the following week and must be paid during that week. A late pick up fee of \$3 per minute will apply after 6:00pm.
- All contract changes/cancellations are due prior to the first day of every month. There will be no refunds for any unused days during the month.
- Sibling rates only apply to the oldest children. The youngest child in the family is charged at the standard contracted rate. Sibling and employee rates are listed on the monthly contract and are different than our weekly contract discounts.
- Monthly contract fees stay in effect during the school year even during Fall, Winter and Spring break. You may choose a camp location during these breaks to attend and utilize the same hours on contract.

### **Summer/Fall/Winter/ Spring Camps**

- All contracts are due by the deadline stated on the contract or customers will be billed a nonrefundable registration fee.
- No credits will be given for unused days. Days cannot be transferred within the week.
- A \$25 cancellation fee will be charged per contract if cancellation is not submitted in writing by Thursday 6:00 PM prior to the week of cancellation.
- **DES customers:** prepayment of weekly copayment is required.