



The Parent Contract explains the policies in place at Once Upon A Childcare. The Parent Contract is reviewed annually at which time, if any changes have been made, a new Parent Contract will be signed. If changes are made to any of the information provided in this contract, families will be notified in writing a minimum of two weeks in advance.

Contract Effect Date: ___/___/___ Referred By _____ This contract is between _____ (Parent/Guardian Name(s)) and Once Upon A Childcare (Provider Name). Childcare services will be provided by Once Upon A Childcare for the following children:

Child's Full Legal Name: _____ Birthdate: ___/___/___ M ___ F
Child's Full Legal Name: _____ Birthdate: ___/___/___ M ___ F

Contracted Days (Please check circle for either Full Time, 2 Days, or 3 Days of care needed)

- Full Time (Monday – Friday)
- 2 Days Per Week (Circle Days Needed) Monday Tuesday Wednesday Thursday Friday
- 3 Days Per Week (Circle Days Needed) Monday Tuesday Wednesday Thursday Friday

Start Date: ___/___/___

You will be responsible for tuition as of this date, regardless of attendance.

ADVANCED PAYMENT: Families will pay a minimum of two weeks of childcare fees along with \$125 (\$175 per family) enrollment fee prior to child's start date.

Payments collected at the time of enrollment, not including enrollment fee, will be applied to childcare fees. All payments made are nonrefundable, should parents decide not to bring their child after this agreement is made.

First Payment Paid: ___/___/___ Amount: _____ FEES (due regardless of attendance):

Bi-Weekly Tuition Fee: _____

Fees are due every other Thursday at pickup regardless of attendance or childcare closing.

REGISTRATION FEES: Registration fees are due upon enrollment and annually thereafter for all families. Annual registration fees will be collected the Thursday before Christmas each year for the next calendar year. Registration Fees for the year 2025 are due Thursday, December 19th, 2024. If you are enrolled

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September 2024 through December of 2024, you will not owe an additional annual registration fee until Thursday, December 18th, 2025.

PAYMENT OPTIONS: Automatic Payments via Checking or Savings account are required for all tuition and additional fees. FSA and Flex accounts will be accepted on a case-by-case basis. Credit or Debit cards can also be used for automatic payments, but will incur a 3% processing fee for each payment processed.

ADDITIONAL FEES: Parents are expected to pay any of the following Additional Fees within 24 hours. Late Payments: Parents will pay \$15 **per child**, per calendar day (including weekends), that payments are received late beginning Saturday after the fee due date.

REFUNDS AND CREDITS: Once Upon A Childcare does not offer refunds under any circumstances. Credits will be provided to accounts upon disenrollment if fees are paid ahead of service. This credit can be used at a later date if enrollment is reinstated.

DROP-IN ONLY ENROLLMENTS: Parents acknowledge that Drop-In only care days are made on an as needed and space available basis. Parents agree to pay for drop-in care at the time of approved request. Parents agree that provider will not refund payment if services are not used. A Registration fee of \$125 per child or \$175 per family will apply for new drop in enrollments.

CHILDCARE CLOSINGS: Paid Holidays Dec 24th -Jan 1st, Thanksgiving Day, the day after Thanksgiving, Memorial Day, Labor Day, 4th of July, and Spring Break (Friday before Easter and return Tuesday after Easter). Additional childcare closing days include staff training days which are President's Day and Columbus Day. If the holiday falls on Saturday, it will be observed on Friday. If the holiday falls on Sunday, it will be observed on Monday.

Early Closure dates: Halloween 4pm.

WEATHER: Delays and early closures due to weather will not be credited or discounted.

COVID-19 EXCLUSIONS: If a quarantine and exclusion is required due to COVID-19 exposure, all fees and tuition are due in full regardless of attendance or days missed. No refunds or discounts will be given for COVID-19 illness or exclusions.

VACATION CREDIT: OUAC will offer an annual vacation credit to all families who have been enrolled with our program for a full calendar year. Each family will receive a one-week credit on their anniversary date which can be redeemed once per calendar year. A request to use the family vacation credit must be made, in writing, at least two (2) weeks prior to the absence. Vacation Credits must not be used for already scheduled center closures or in lieu of a two-week withdrawal notice.

TERMINATION: Parents and Provider agree to give two weeks written notice of intent to terminate this agreement, commencing on the first Monday after written notice is received. Two weeks of childcare fees are due in one lump sum immediately upon the written termination notice. If notice is not given, the child is not in attendance, and/or the childcare is closed, the final one week of fees are still due with no credit for unpaid closings. **Any advance payments that have been made will not be refunded.**

Once Upon A Childcare reserves the right to issue an immediate Termination of this contract for any of the following: lack of compliance with Handbook policies, non-payment, late payments, bounced checks

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or returned transactions, lack of parental cooperation, disrespect, failure to complete and return required forms, physical or verbal abuse of any person or property on the child care premises, continual disciplinary problems, false information given by parent.

ACKNOWLEDGMENTS: ** Parent agrees to provide all supplies requested by the Provider. Parent understands if required items are not supplied, Once Upon A Childcare will purchase them, and Parent will reimburse Provider for the full cost plus the Provider's time in acquiring those supplies. ** Provider will supply all meals/snacks, and educational material. ** Parent agrees to comply with respect and take seriously all policies in the Handbook of Policies and Procedures and Financial Contract. ** Parent agrees to pay all fees associated with any collection of unpaid debt. ** Parent acknowledges that lack of enforcement of a Policy by Provider does not mean that Policy is no longer in effect. **Once Upon A Childcare will give parent a minimum two-week's notice of any fee or policy change. This agreement contains the entire understanding between both parties and supersedes any prior understandings and/or written or oral agreements between them. Any agreement hereafter shall not change nor terminate this agreement unless it is in writing and signed by both parties. By signing this agreement, I agree to comply with all the terms covered in this Contract & Financial Agreement. I understand this is a legally binding contract between all parties signed below. I agree that all payments made are nonrefundable, regardless or circumstances.

Parent/Guardian Signature/Date: _____

Parent/Guardian Signature/Date: _____

Once Upon A Childcare Director Signature/Date: _____

ChildCare Aware Fee Assistance Addendum:

We are happy to welcome all active-duty military families that utilize Childcare Aware for fee assistance with our program. Please be aware of the following policies:

- All tuition payments are required to be paid on time to OUAC and your account must not be delinquent at any time.
- Assistance payments by Childcare Aware are paid directly to OUAC via direct deposit. Payments are always made a month behind services. All assistance payments are credited to family accounts when they reach our business account and funds can be verified.
- Attendance sheets are placed in the provided Childcare Aware binder and filled out by parents. Attendance is verified and signed by both families and management on a monthly basis. OUAC will turn all attendance sheets into CCA on the 25th of each month to ensure quick payment to our program and account credits to each family participating in the Childcare Aware Program.
- Childcare Aware pays for up to 15 absent days per month.
- Your contract with Childcare Aware requires additional recertification during the year. Any delay in getting your paperwork into Childcare Aware will delay payments to OUAC and credits to your account. You are responsible for any regular tuition payments while certification is renewed.
- As your child ages up to different classrooms, Childcare aware requires a new Provider Cost Verification Form to continue care and on time payments. It is your responsibility to get this form to us for completion and signatures. You will then need to turn this into Childcare Aware for review.
- Childcare Aware does pay in arrears and will backpay for fees paid during certification review. In the event that you are restationed, leave the military, or need to leave OUAC for any reason, we will not refund any fees paid to our program during or after your departure. Credit will be placed on your account for future use. Please try to schedule your two weeks' notice and disenrollment in a manner that allows you to use all the funds paid in full before leaving.

Parent Signature/Date: _____

Director Signature/Date: _____