

## Payment Policy

Dear Parents and Legal Guardians, the following are fee policies you are responsible for regarding your child(ren)'s attendance in our programs. Parents must sign that this policy has been read in the registration form.

### GENERAL FEE PAYMENT

1. We require all payments to be made in advance. Regular payments are made on the are made on the last day of the month. Fees can be made by cash, etransfer, or cheque payable to ILM.
2. \$200 per month or \$5 a day for extended day for any child with a schedule of 10 hours of care or more.
3. \$50 annual charge for Art Supplies in May of each year.
4. \$30 registration fee due upon initial enrollment of each child.
5. Deposits for spots held in advance are 50% of the center fee and registration forms complete. These deposits are non-refundable, but are credited to the last month fees. Completed registration forms will be held at the center for 10 days and then destroyed if deposit is not paid.
6. Late fees will be billed on invoices of \$5 a day. Office hours to speak with the Manager are from 9 am to 3 pm. It also means that there no pick up the next morning, if payment is made after the office closes.
7. Fees are due regardless of your child's attendance.
8. Parents are charged for Stat Holidays and Christmas break. This is calculated in your fees.
9. Unscheduled drop in attendance needs to be paid in advance of care.
10. Fees not paid by the last day of the month will be considered past due and children will not be able to be dropped off or picked up on the first of the month.
11. It is not our policy to grant refunds regardless of circumstances. However, when one month's notice is given post-dated cheques will be returned.

### HOLDING FEE

1. If you wish to maintain your child's space, fees must be paid regardless of attendance. If fees are not paid, the spot will be considered open and may be given to another child.

### REGISTRATION/ SUPPLY FEE

1. A registration/supply fee applies to all childcare programs. This fee is collected and goes towards art and cooking supplies, activities, field trips, and hot lunches provided.
2. An annual fee will need to be paid for each year your child attends. This fee is collected on May 31<sup>st</sup> for each calendar year that a child attends.

### LATE FEES

1. If you pick up after the center closes there is a \$1 a minute a child charge payable in cash when you arrive. Any unpaid amounts will be invoiced.
2. Payments not made will be subject to late fee charged a \$5 a day for 90 days.

#### OVERDUE ACCOUNTS

1. You will have until the 15<sup>th</sup> of the month to correct that status of your unpaid fees. You must make arrangements with the office to have your payment dated switched to another day. This can only be done twice in a calendar year. If your payment is not made by this date. You will not be permitted to bring your child unless fees are paid.
2. Overdue accounts will be issued a notice to withdraw and the overdue account will be listed with a collection agency.

#### NSF CHEQUES

1. You will be notified by the office of any NSF cheques and will be asked to replace the fees, currently \$45, plus the NSF charge immediately in cash.

#### SCHEDULE CHANGES, WITHDRAWAL NOTICE

1. Changes in schedule, not including stat holidays, which will affect billing outcomes or withdrawal require 30 days notice. If you plan to withdraw from the program without notice, you may also pay one months fees in lieu of 30 days notice.
2. Changes in the Affordable Child Care Benefit Plan can only be changed 30 days after the first of the month.
3. You will not be able to make any change in schedule until all fees have been paid in full and your account is up to date.
4. There is no reason, complaint, or change in circumstance that will make payment null in void.

#### SCHOOL BREAKS

1. Fees associated with days where school is not in session will be billed at the current full or half day rate.

#### Affordable Child Care Benefit (Subsidy)

1. For the calculation of discounts and the cost of care, ILM recognizes subsidies as any monies a parent/caregiver receives to help offset the cost of fees. This includes, but is not excluded to monies from service clubs, other agencies and organizations, and government subsidy.

2. Agencies administering subsidies for child care will not be eligible for any special discounts that ILM implements to help parents bear the cost of fees. These agencies are expected to pay the full cost of care.
3. Parents receiving subsidies are responsible for paying the balance of any fees. The “parent portion” on the subsidy print out DOES NOT factor in the cost of fees at the center and the difference is invoiced to the parent by the center.
4. Parents are responsible for ensuring that subsidy application and renewals are up to date. If the subsidy expires then parents are responsible for the payment of fees. You are responsible for showing us written proof that you have sent your renewal into subsidy.
5. If confirmation of subsidy is not received by the office, your child will not be permitted to attend our programs until all fees are paid in full. This includes subsidies portion and the parent portion.
6. Applicants to our programs will be required to pay while waiting for subsidy.
7. Changes in days especially decreasing days can only be done 30 days from the 1<sup>st</sup> of the month.

#### RECEIPTS

1. Official receipts for tax purposes are issued on a monthly basis by email, but you can ask for a statement of account for the year.
2. Official receipts will not be issued for accounts that are in arrears.