

The following outlines the agreement of service and payment between the Okanagan Boys and Girls Clubs (BGCO) and the Parents'/Guardians:

**SCHEDULE**

The approved schedule is guaranteed and reserved for your child and is effective from today's date until the end of the school year (June 2024). Please check with your Club for the start and end times of your program. We are closed on all Statutory Holidays.

**All changes to your child's schedule must be submitted through BGCO's On-Line Registration portal – no manual schedule changes will be accepted. Once submitted, all schedule changes must first be reviewed and approved by BGCO before the schedule change is considered approved and final.**

**ADDITIONAL SERVICE REQUIRED - Applicable to all After School Care Programs****School Holidays**

Pro Days, Winter Break and Spring Break are not included in the monthly fee.

**Early Dismissal Days**

Early Dismissal Days are included in the monthly fee.

**CHANGES TO SCHEDULES****Temporary Reduction of Schedule**

BGCO does not accept requests for temporary reductions to booked schedules (ex: sick days, days off and/or vacations). BGCO's commitment to Parents is that we will guarantee a space for your child(ren); therefore, parents are responsible to pay for all service booked and reserved for them.

**Program Withdrawal and Notice Period**

If you no longer require care, a Program Withdrawal must be submitted through BGCO's On-Line Registration portal. Program Withdrawals must be submitted before the 14<sup>th</sup> of the month in order to be effective by the 1<sup>st</sup> of the next month. For example, to withdraw from service effective October 1<sup>st</sup>, notice must be received by September 14<sup>th</sup>. If a Program Withdrawal is submitted after the 14<sup>th</sup> when invoices are produced, then you are responsible to pay for the month billed. For example, if a Program Withdrawal is submitted on September 16<sup>th</sup>, you will be billed for October and services will end on November 1<sup>st</sup>.

**INVOICES**

Invoices for permanent scheduled service will be prepared and emailed to Parents on the 15<sup>th</sup> of each month. If the 15<sup>th</sup> falls on a Saturday or Sunday, the invoice will be emailed to Parents on the Monday following the weekend.

## **TRANSPORTATION FROM SCHOOL TO CLUB (AFTER-SCHOOL CARE)**

If your After-School childcare is at a Main Club and transportation of your child from a school to our Club is required, this transportation is included as part of our childcare services. There will be a nominal fee for this service of \$1.00 per day for each child plus a \$5.00 per month transportation fee.

## **PAYMENT**

Payment of fees must be made by pre-authorized credit card or pre-authorized debit. Pre-authorized payments will be processed on the 25<sup>th</sup> of the current month for next month's services. If the 25<sup>th</sup> falls on a Saturday or Sunday, payment will be processed on the Friday before the weekend. If your PAD payment is returned NSF on more than two occasions, your payment date may be moved forward, without further notice, to the 20<sup>th</sup> of the month rather than the 25<sup>th</sup>.

## **REFUND POLICY**

### **Program Withdrawal**

If a parent has prepaid for childcare services or a recreation program, but subsequently withdraws from the program **after** the program withdrawal deadline, a credit or refund will not be given.

If a parent has prepaid for childcare services or a recreation program, but subsequently withdraws from the program **before** the program withdrawal deadline, a parent will be entitled to receive a refund of their prepaid fee.

### **Affordable Child Care Benefit (ACCB) – Licensed Child Care**

If a parent has prepaid for childcare services, and subsequently an active Affordable Child Care Benefit plan is received after payment is made, a credit will be issued on the Parent's account to be used by the Parent towards future service. Refunds will not be given unless there are extenuating circumstances, to be reviewed and approved by the CEO or designate. Additionally, an ACCB credit will only be issued for the current month of service and retroactively for the prior month. It is the Parent's responsibility to ensure that an active ACCB plan is in place prior to the first day of service.

### **Disruption in Service**

If the Organization is unable to provide childcare services for reasons beyond our control for any length of time, a credit or refund will not be given.

If the Organization is unable to provide child care services for reasons within our control for any length of time, a credit will be issued on the Parent's account to be used towards future service. Refunds will not be given unless there are extenuating circumstances, to be reviewed and approved by the CEO or designate. All credits will be pro-rated to the period of time the Organization was unable to provide service.

All refunds will be processed by the Central Billing Department. It may take up to six to eight weeks for a refund to be received.

## **AFFORDABLE CHILD CARE BENEFIT ("ACCB")**

An ACCB Plan, issued by the Ministry, must be received by the BGCO Billing Department before an ACCB credit will be applied to your account; an application for ACCB is not considered payment. If ACCB approval is not received by the time your bill must be paid, you are responsible to pay the full amount of your bill. If you receive your ACCB Plan approval, we recommend you contact the BGCO Billing

Department to make sure they are aware of the Benefit Plan. The Child Care Arrangement Form, which is required as part of the ACCB application, is available from your Club upon your request.

**EXTENUATING CIRCUMSTANCES**

If you are experiencing extenuating circumstances which cause you difficulty meeting our payment and billing policies, you must contact your Program Manager. Payment plans and sponsorships may be available to help in the short term.

**OVERDUE ACCOUNTS**

If a Parents' account is not paid by the 25<sup>th</sup> of the month, the BGCO Billing Department will begin the collection process. A Parent will be contacted by email advising them that the account is past due and will be provided the date when payment will be re-attempted. If payment is not made parents must contact the Program Manager to arrange when they will be paying their bill. If payment is not made before the 1<sup>st</sup> of the month, a Program Manager will be notified and a decision will be made whether to terminate service for that month.

**COLLECTIONS**

If, after 60 days payment has still not been received, BGCO will begin the process to send the Parents' account to a collection agency.

**By initialing this document, you are acknowledging that you have read and accept the terms of this Service Agreement.**

Signature	Date Signed (yyyy/mm/dd)
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