

Mary Linsmeier Schools

Payment Policies & Procedures

MAILING ADDRESS: Please mail all payments and forms to:

Mary Linsmeier Schools/Children's Edu-Care

18735 Pleasant Street

Brookfield, WI 53045

Phone: (262) 781-3636 ♦ Toll Free: (800) 467-8081 ♦ Fax: (262) 783-2797

PAYMENTS: You may choose biweekly or monthly payments. Please see the rate and enrollment information.

COUNTY ASSISTED PAYMENTS: No child can begin attending until authorization is verified by the MLS billing department.

DAYS OFF CREDIT (vacations, short term illnesses, holidays and other):

The two options available are listed below:

Option one - Two weeks at full credit

You will earn up to two enrollment weeks of credit during the year. One enrollment week will be earned on September 1. If enrollment starts after September 1 a prorated number of days will be calculated based on the time left in the period. A second week will be earned on January 1. If enrollment starts after January 1 the number of days earned will be prorated based on the time left in the period. If the first week of credit is not completely used by January 1, any unused days will be carried into the next period. However, any unused days as of August 31 will not be carried forward.

Option two - Four weeks credit at 60% off

You will earn up to four enrollment weeks of credit during the year. The credit will be for 60% off of the daily charge. One week will be earned on September 1, a second will be earned on December 1, a third will be earned on March 1 and a fourth will be earned on June 1. If enrollment starts after the first day of any period the number of days earned will be prorated based on the time left in the period. If the week of credit is not completely used during any of the first three periods, any unused days will be carried into the next period. However, any unused days as of August 31 will not be carried forward.

If during any period the available credits are used up, you will be charged for any other days off in that period. You may use earned credits all at once or use them individually. Request for credit must be given in writing within 30 days of absence or credit will not be available. Please submit the Days off Credit Request form well in advance to avoid confusion and/or late fees. Days off Credit should not be deducted from your payment until it is processed and appears on your statement.

LONG TERM ILLNESS CREDIT: When your child is absent due to illness, you will need to pay the first enrollment week of the illness or use any available days off credit. You will receive full credit for any additional *continuous absence* after the first week. A written notice must be received within 30 days of absence in order to receive this credit.

HOLIDAYS: The Center will be closed for the following holidays: **New Years' Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.** If the holiday falls on a Saturday the

center will be closed on the Friday before. If the holiday falls on a Sunday the center will be closed on the Monday after. A Days Off Credit Request Form should be filled out and submitted if you wish credit for holidays.

EMERGENCY CLOSURE POLICY: In the unlikely event that we would close due to severe weather or other unforeseen event, requested credit will be available after two closings during the year (September 1 through August 31).

HOLDING A SPOT: You may request that a spot is held for your child for a future date. The director will determine if there is availability for your child. If there is availability, you can reserve the spot with a payment of a non-refundable \$50.00 Registration Fee.

WITHDRAWAL NOTICE: You must give a written notice two weeks in advance of all withdrawals. If this two week written notice is not given you will be charged for two weeks from the last day your child/ren attended. Any complaints or concerns you may have should be addressed with the center director immediately. We will do everything possible to make sure you are satisfied with the education and care your child is receiving.

TEMPORARY WITHDRAWAL: You may withdraw temporarily upon a two week written notice. To use a temporary withdrawal your child/ren must be absent for a *minimum of two consecutive weeks* from the center. Space in a classroom cannot be held for a child on a temporary withdrawal. If a room becomes full when a child is out on a temporary withdrawal and a parent requests re-enrollment, that child will be added to the waiting list for that room. Full credit will be given without using vacation availability. A \$25.00 re-enrollment fee is payable upon return from all temporary withdrawals. If a two week written notice is not given, you will be billed for two weeks from the last date of attendance. However, if you return within one year of the temporary withdrawal, we will give you credit for any days you paid but did not attend.

JOB LOSS: If you withdraw due to a loss of a job, we will waive the two week notice with written confirmation of the job loss from your employer. This confirmation must accompany your written withdrawal in order to receive credit.

WRITTEN NOTICES: Forms are available at your child's center for giving written notice. **Please give all notices to the center director for her/his reference and initialing.** The center director will then forward the notice to the billing office for processing.

LATE PICK UP POLICY: Please refer to the Parent's Manual regarding late pick up.

SUBSTITUTE DAYS: Please have your child/ren attend only on the days they are enrolled. We strictly follow Wisconsin State Laws on child-teacher ratios, therefore we cannot allow a child to make up or switch days.

SCHEDULE CHANGES: Up to two changes in schedule and payment plans in a twelve month period will be given at no charge. Additional changes will cost \$5.00 each.

ANNUAL RE-REGISTRATION: There is an annual re-registration fee of \$25.00 charged each September to all families, regardless of start date.

RETURNED CHECKS: Please be aware that there is a \$35.00 service charge on all checks returned by your bank, (i.e. insufficient funds, account closed, etc.).

LATE FEE: For monthly pay plans, a \$15.00 late fee will be assessed on all accounts that have a balance remaining after the 15th of the month in which the payment is due. For biweekly pay plans, a \$15.00 late fee will be assessed if a balance remains after the last Friday of the two-week billing period.