



## Q & A / AFTER SCHOOL KINDNESS, INC.

Questions and Answers about Holidays, Discounts, and Benefits

Thank you for choosing After School Kindness, Inc. for your childcare needs. We are here for you and we look forward to a wonderful school year filled with integrity, communication, and trust! View our Q&A's below for further details:

### **(Holiday) Question:**

Why do we still get billed when there is no school or an early release day for certain days in each month like Thanksgiving, Christmas and Spring Break?

### **Answer:**

We prorate and **discount** the monthly fees off our regular rates posted on our tuition sheet according to the days children are in school and days they are out per your school's calendar. When enrolling on our monthly draft system we are able to keep your rates lower because we do not have to hire additional staff to micromanage every account we have on file for the schools we service.

- **Discount / Additional bonus (Emergency Closure Days):** When calculating your discounts we added in 5 emergency closure days for each school year. If the five emergency closure days are not used we do not come back and charge you, they are a bonus to you. If there are more than 5 emergency closure days then we will adjust and give you credit for the coming month. If this happens in May and there are no coming months, we would issue a refund.
- **Discount / Additional bonus (Monthly Rate):** Another bonus to you is when we calculate your weekly fees we multiply times 4 weeks to get the monthly rate not the actual 4.3 weeks in a month.
- **You Can Budget Accordingly:** The reason for the prorated fees charged is so you can budget and we can budget instead of charging different rates each month with no consistency. By prorating the discount and charging the same amount each month, it helps us budget for staff as well as all the hired specialty activity instructors. Remember, we will never send a note home asking for any additional fees for special events or tutoring for your children, as this is included in your monthly fees.

### **(Contract) Question:**

Am I under a contract for the entire school year?

### **Answer:**

No. You are on a month to month program. You may cancel anytime. Please give us a two week notice so we may cancel you in time to not be drafted for the coming month.



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### **(Part-Time) Question:**

If I am on the discounted part time tuition program, can I change my days needed on a weekly basis?

### **Answer:** Yes

- **Example:** If you enroll for say 2x per week and need 3 days one week and 1 day the next week, no days the next week and 4 days the next week etc. you are welcome to do this as long as it averages 2x per week for the month averaging 8 days used for the month.

### **(Re-Enrolling) Question:**

Can I drop out for one month then re-enroll for another month?

### **Answer:**

Yes, however if we are at capacity you would go on a waiting list and would need to pay another registration fee.

### **(Early Release) Question:**

Will there be before care or after care on early release days?

### **Answer:**

Yes - for before care if offered at your school.

No – for after care unless advised

### **(Attendance) Question:**

What if I do not use all the days I signed up for in any given month. Will these days roll over into the following month?

### **Answer:**

No, unfortunately if you do not use the days signed up for in a given month we cannot carry them over into the following month. This would require us to hire a person to micromanage every account thus moving you to our drop-in rates.

### **(Days Off) Question:**

Will there be child care during school calendar scheduled days off / Holidays?



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**Answer:**

Potentially, if the school allows us to watch the children all day from 7 AM to 6 PM during their days-out and we can get at least 8 children enrolled for those days we will let the parents know in advance if we will be running a camp or not.

**(Camps) Question:**

Will there be a Spring Break Camp, Summer Break Camp, Fall Break Camp, or Winter Break Camp?

**Answer:**

Most likely, if so, emails and flyers will be handed out in advance as well as emails giving the location, times, fees etc. As long as COVID numbers are low in the area, we most likely will be running our fun camps throughout the year.

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*Thank you for being a part of After School Kindness, Inc. and feel free to email us with any further questions you may have and one of our team members would be happy to assist you.*

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