

## **Scheduling**

Parents are expected to submit a copy of their child's schedule upon enrollment and two weeks prior for rotating children. Any schedule changes must be approved by front office and an add/change request must be filled out. Parents may choose to add or subtract hours, or days upon approval, but may not switch days. These requests should be kept to a minimum due to consistency in the classrooms, and be at the discretion of the director. Families that have a rotating schedule will be charged for 3 days each week, and we will hold their spot for 5 days.

## **Vacation**

If parents choose to take a vacation or keep a child home for any reason, they are still required to pay for that day. During summer camp parents must make the administration aware of the vacation weeks requested prior to the actual absence. There is no charge if this procedure is followed. Kid's Castle allows 2 weeks in the summer to be used for vacation. There are 4.5 weeks that may be used for vacation, and most weeks coincide with childcare weeks.

## **Leave of Absence**

A leave of absence may be granted in extreme circumstances and is at the sole discretion of the director.

## **Termination**

Failure to abide by program rules and regulations, repetitive disruptive behavior, uncooperative parents, repeated failure to pick up child at scheduled time, nonpayment of fees, and any situation that endangers the health, well-being, or safety of others is reason for termination. (Please see discipline information).

*Parent Termination*-Parents must notify the director 2 weeks in advance if the child will not be attending the program.

*Mutual Decision Termination*-Administration and parent mutually agree that placement is inappropriate.

*Program closing*-Parents will be given a 1 month notice prior to the closing date. Program closing is the only time that parents will receive a prorated refund.

## **Absences**

If your child will not be attending the program on a scheduled attendance day, please call the director or leave a message on the answering machine. For your convenience, we provide a 24-hour voice mail system.

## **Arrival and Departure**

Upon arrival and departure, all children must be signed in or out accordingly on our attendance sheets. Parents must accurately note the time and sign their name on the attendance sheet. Staff bases the attendance for the number of children signed in and out on those sheets.

## **Security System**

Kid's Castle provides its customers with a computerized check in/out system that requires any person entering the building to have a security code. New attendees will receive a code within one week of starting.