

Provider and Family Agreement

Holidays and Time Off

A to Z Building Blocks is open from 5:45 am to 6:30 pm in the Orem location; 6:45am to 6:15pm in both American Fork locations, and 6:00 am to 6:30 pm in the Eagle Mountain location. Monday-Friday, except the following holidays:

New Years Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Day after Thanksgiving, Christmas Eve and Christmas Day. (Holidays that fall on a Saturday, A to Z Building Blocks will be closed the Friday before and if any of the Holidays fall on a Sunday, A to Z Building Blocks will be closed on Monday).

Part Time Scheduled Drop-offs

Children that are scheduled for part time hours are required to follow a set schedule set up by the parent and the director. Part time students and preschool only students will be charged a late pick-up fee of **\$1.00 per minute per child** for late pick up. NO Part time participants can arrive at the center at unscheduled times without prior approval. (Including preschool only families for preschool age)

Kindergarten and School Age Children Schedule Changes

If we receive a week notice for school age children changes in the normal schedule due to field trips, common days, and early out days, we will not charge additional fees. However, if **we DO NOT receive a week notice, you will be charged a \$25 fee per child due to employee schedule changes that could result in overtime hours for us to accommodate a changed employee schedule.**

Late Pick-up for Operating Hours

Children that are picked up after our operating hours will be charged a late pick-up fee of **\$1.00 per minute per child**. If you know you are going to be detained, please notify A to Z Building Blocks immediately. Parents who continue to pick-up their child(ren) late will be cause for dismissal.

Closing times:

American Fork (both locations): 6:15pm

Orem: 6:30pm

Eagle Mountain: 6:45pm

Registration and Supply Fee

The initial registration fee is **\$50.00** per child or **\$100.00** per family. Every year after the initial registration fee your account will be billed for a supply fee of **\$35** per child. You will find the supply fee on September's invoice each year and it will be prorated if your child was enrolled after September your first year. This supply fee applies to all who attend our education center.

Tuition

Tuition may be paid weekly, biweekly, or monthly as long as it is paid in advance. Holidays and absences due to illness have been figured into the overall tuition charges and do not change the tuition rate for a single week. These days may not be used for credits or refunds.

Tuition is due in advance. All tuition fees are due and payable on the child's first program day and every FRIDAY thereafter. Tuition is due upon Arrival, Not Departure. Payments may be paid with cash, cashier's check, credit card or money order.

Late Tuition and NO CHECKS

All tuition fees are due and payable on your child's first program day and every FRIDAY thereafter. Tuition is due upon Arrival not Departure. Tuition is late after Monday and parents must pay a late fee of \$25.00 dollars. The late fee will continue to add each week thereafter if not paid in-full.

We no longer accept checks or ACH transactions. Accounts two weeks in arrears will result in immediate termination of the child's enrollment. *If there is not an authorized personnel in the office to accept credit cards, you will always have the option to pay online using an old invoice, or pay over the phone by calling any location.

Any modifications in the change of tuition rates & contracts are subject to 30 days advanced notice.

Vacation

We DO NOT offer any vacation credit in our educational facility. Families pay for their child's spot verses time in care due to overhead expenses.

Tuition Supplemented Accounts

Tuition is calculated monthly rather than weekly.* Tuition is the same price all year round and covers the costs for full time summer attendance and summer camp tuition.

Tuition paid by a supplemental source, Utah state funding, is credited to the account the first day of each month, usually leaving a remaining balance. Clients must pay half of their remaining balance on or before the 1st Friday of each month and the remaining balance on or before the 3rd Friday. Each week the balance is not paid there will be a \$25 charge. After two weeks the full balance must be paid to continue attending.

If the state does not fund for any period of time, your account will be charged a weekly fee that will include the summer camp fee until the state begins funding again or until September 1st.

*If a child begins attending after April 1st, state funded accounts will need to be paid weekly through August. On September 1st the account will be changed to a monthly paying account.

Summer Camp

Families with potty trained children in preschool and school age classrooms pay an additional weekly charge to cover summer field trips in June, July and August. Summer fees are assessed each April and will be adjusted if prices in the community increase.

State funded accounts include the summer camp fees in the monthly tuition. Accounts will not be charged an additional summer camp fee during the summer if the child has been attending throughout the school year, unless fees increase in the community. *see the Tuition Supplemented Accounts section for more information.

Sign-In and Out Policy

When dropping off and picking up your child, **please be sure to sign in and out on the computer.** This is a State Law. Parent's failure to sign may result in termination from the program.

Please notify us if your child will arrive later than their scheduled time or will not be attending for the day. We use this information to plan for meals, activities and employee schedules. *we gather our lunch counts by 9 am.

Feeding and Nap Schedule

Infants sleep and are fed on demand or per the schedule provided by families. Older toddlers eat breakfast, snacks and lunch together depending on their arrival time.

The nap times for toddlers, twos and preschoolers are approximately between 12:00 and 2:00. We allow a child to sleep until they wake up for up to three hours or until 3:30, unless otherwise directed by the family.

Health & Nutrition Policy

Prevention of illness and maintaining the good health of all enrolled children is the primary goal of A to Z Building Blocks.

If your child cannot comfortably participate in the center's activities or compromises the health of the other children, you will be notified. A child with a serious illness requiring an absence from childcare for more than four days must be accompanied by a doctor's note upon their return.

You will be notified if your child has a fever that is 101.00, throws up or has a contagious illness. You must keep your child home for at least 24 hours or until your child does not show any signs of having a fever without using medications. Please notify the facility if your child has contagious illness so that we can inform other parents of the possible exposure.

No outside food is allowed to be brought from home unless prior approval has been given. Treats for birthdays must be store bought and in the original packaging and must be preapproved by the

director. Please avoid peanuts and peanut butter. If a child has a special diet, families must supply a written notice from a doctor.

Medications

A to Z Building Blocks will administer medication only if the medication is in the original container. A medication release form must be completed before the medication is administered. We will administer medication that is kept at the center only if the authorized family member can be contacted during the day to give verbal authorization and sign at the time of pick up. When bringing liquid medication, please supply a medication dropper or an appropriate measuring spoon.

A to Z Building Blocks Responsibilities

We provide a licensed, safe, early care and education center that supports the physical, social, and emotional needs of the child(ren) in care and meet all state regulations.

We inform families in advance, if possible, when services cannot be provided temporarily because of illness or emergency.

Family Responsibilities

Read all posted notes, emails, the website, the monthly calendar and all notices sent home by A to Z Building Blocks. Read the family handbook. The family handbook may be found on our website or you may ask the director for a hard copy.

Pay A to Z Building Blocks the agreed rate at the agreed time. Inform us within one hour if the child cannot be brought or picked up at the usual time.

Report any change of address, phone, or employment to the provider within three days of the change.

Program Changes

The center must receive two weeks written notice in advance of any change in program schedule. Program bouncing is not allowed. You are either Full time or Part time. Changes affecting weekly tuition rates may not be made during a week, which includes a legal holiday, because these days were taken into consideration when the tuition rates were established. **Two weeks written notice is required for withdrawal, for any reason, and families will be charged for that period.** If an authorized family member fails to give adequate notice, the account will be charged to pay for those two weeks whether or not the child(ren) are brought to A to Z Building Blocks for care.

Written notice may be given through email or paper. The email address is:
info@atozbuildingblocks.com.

Preschool Only

This section is for children that only attend Tuesday through Thursday from 9:00 am to 12:00 pm and are 3-5 years old and fully potty trained.

One month written notice is required for withdrawal, for any reason, and the account will be charged for that period. If an authorized family member fails to give adequate notice, the account will be charged for the month whether or not the child(ren) are brought to A to Z Building Blocks for care.

Written notice may be given through email or paper. The email address is:
info@atozbuildingblocks.com.

Collections

If it becomes necessary for A to Z Building Blocks to resort to legal action to collect fees, the authorized family member(s) will be responsible for legal fees incurred on our part up to 50% of the amount owing. The authorized family member(s) will be responsible for interest charges at the rate of 1 ½ percent per month (18 percent per year).

Payment in full is due within sixty (60) days from the date of service. If payment in full is not made as required, then in addition to all other amounts that may be due I agree to pay a collection fee of up to 40% of the principal amount as provided by §12-1-11 of the Utah Code Annotated, and further agree to pay all other costs of collection (whether incurred by A to Z Building Blocks or its assigns) including but not limited to court costs, reasonable attorney fees, and interest (both pre- and post-judgment). Any interest due hereunder shall be calculated at a rate equal to 18% per annum and may, as determined by A to Z Building Blocks or its assigns: (a) accrue on some or all amounts due and (b) compound as frequently as daily--meaning that accruing interest may be added to the balance owing as frequently as daily such that it shall thereafter constitute part of the amount upon which interest accrues during the next accrual period.

I hereby consent to being contacted by telephone at any phone number (including but not limited to wireless/cellular phone numbers) provided to A to Z Building Blocks by me or anyone associated with me or acting on my behalf. I understand and agree that such calls may be initiated by A to Z Building Blocks or any of its affiliates, agents, contractors or assigns, including but not limited to billing companies and/or third-party collection agency(ies), and that the methods of contact may include using pre-recorded/artificial voice messages and/or the use of an automated dialing device and/or the use of text messages—some or all of which may result in data charges. I also consent to receiving e-mails under the same terms at any e-mail address provided by me or anyone associated with me or acting on my behalf. In granting each and all of the foregoing permissions, I understand that I am responsible for ensuring my own level of privacy.

Abide by all policies and procedures in the family handbook. Failure to do so may be cause of immediate termination.