

## Frequently asked questions before enrolling your child

### How are invoices calculated?

You are charged weekly and invoiced on a month basis. Invoices are emailed once a month and are emailed by the first Friday of each month. You can always ask for an updated invoice throughout the month, if you would like an invoice more often, by emailing [jody@atozbuildingblocks.com](mailto:jody@atozbuildingblocks.com). Charges are calculated using the Fridays in the month. Tuition is always due the Friday before services are rendered. The invoice is calculated from the first Friday of the month through the last Friday of the month and go through the first Friday of the following month.

Example: If you look at a calendar and there are five Fridays showing you will be charged for five weeks. If there are four Fridays in the month then you are charged for four weeks.



Count the Fridays of the month. There are five in this month so you will be charged for five weeks.

### When is payment due?

It depends on whether you are privately paying or having the state help you pay. Tuition is always due in advance.

#### Privately Paying

If you pay tuition privately, you may pay weekly using the Friday before services are rendered, biweekly, or monthly. All tuition fees are due and payable on the child's first program day and every FRIDAY thereafter. Payments may be paid with cash, check, credit card or money order.

#### State Assistance

State funded accounts are calculated monthly rather than weekly. Tuition is the same price all year round and covers the costs for full time summer attendance and the summer camp tuition. We take the weekly cost and multiply it by 52 and divide it by 12. \*

Tuition paid by a supplemental source, State Funding, is credited to the account the first day of each month, usually leaving a remaining balance. Client must pay half of their remaining balance on the 1<sup>st</sup> Friday of each month and then the rest of the balance on or before the 3<sup>rd</sup> Friday. If first payment is not paid on the first Friday of the month there will be a \$25 charge every week after up to two weeks and then the full balance must be paid to continue enrollment.

### What do I need to do if I am planning on having the state help me pay for child care?

You will be required to pay the registration fee and the weekly tuition until the state begins to help pay. Once the state begins paying, A to Z Building Blocks will send you a revised invoice so you can see the remaining amount you are required to pay after the state has funded. You are then required to follow the state assistance guidelines for paying tuition located in the previous question.

**What happens if my payment is late?**

If payment is not paid on time there will be a \$25 charge each Friday payment is not current. After two weeks of a delinquent account you will not be able to have your child attend until full tuition is paid. Charges will continue to be applied for future weeks due to you holding a spot for your child to attend.

**Am I going to be charged when my child does not attend for a day?**

Yes, you are still charged for the days that your child misses. Holiday weeks are not discounted because these days were taken into consideration when the tuition rates were established.

**Are there any vacation days allowed?**

We do not offer any vacation credit in our facility. Parents pay for a slot verses the time that children are in our care. Due to the expense it takes to operate a child care facility such as paying employees, maintenance, etc.

**Can I switch from Full time to part time?**

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.

**What if I don't need child care services any longer?**

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 parents will be charged for that period. If a parent fails to give adequate notice, the parent will be required to pay for those two weeks if the child(ren) are brought to A to Z Building Blocks for care or not.