



## **Kids' Country Billing Structure Frequently Asked Questions**

### **Why did this change occur?**

After much feedback from our families, we have taken the jump into the digital age! We've heard that the paper system and archaic billing process is time consuming and frustrating. We spent months comparing different out-of-the-box options for online registration and payment processing. We also completed a thorough analysis of other providers similar to us across the state and the country. After much consideration, we've chosen SchoolCare Works, a system that was best able to meet our needs considering our diverse program options. We are very excited about many of the benefits of the new system, including iPad sign-in and sign-out, automatic payments through ACH or stored credit card info (on a secure website, of course), and no lengthy paperwork to complete!

### **Do I have to select a program in advance of the month and can I change my child's program?**

Programs are selected prior to the month of service and will default monthly until a change is made. Programs can be changed monthly without a fee provided that the change is made prior to the invoice being generated (will happen around the 15<sup>th</sup> of the month).

### **When does billing occur and when is payment due?**

For summer camp programs, billing will occur in the middle of May. All summer camp programs selected will be billed and due by June 1<sup>st</sup>.

For school year programs, billing will occur around the 15<sup>th</sup> of the month for the upcoming month of service. Payments will be due by the 1<sup>st</sup> of each month and a late fee (\$25) will be assessed if payment is not received by the 4<sup>th</sup>. If payment is not received by the 4<sup>th</sup> of the month, services may be terminated until payment is received.

### **Are there sibling or SRVUSD employee discounts available?**

Yes, 7% sibling discounts and 15% SRVUSD employee discounts still apply and will be applied by your Site Director. Discounts will be reflected on the invoice and in the Family Connect Portal.

### **If I have multiple children, when will the sibling discount be applied?**

Your Site Director will apply the discount code after account set up, account approval and a program registration. You will see the revised amount due on your invoice or in your family portal when you sign on to make a payment. The discount will be applied to all program fees including unscheduled days or a la carte options.

### **Can I choose the days my child attends?**

The program offerings are hard-coded into the system and cannot be modified. However, "unscheduled days" can be used in addition to any of our programs to create a more custom experience.

### **What is an "unscheduled day"?**

Unscheduled Days can be used to supplement any program in order to create a custom experience. In the event that a child needs to attend a day not included in their program, they may add an "unscheduled day." For example, if your child is signed up for a Tuesday/Thursday only program but your child needed to attend on a Wednesday, they can. Unscheduled days do not need to be scheduled in advance however we do advise contacting your Site Director ahead of time to be sure that there will be space available to accommodate your child. Unscheduled days will be billed on the next month's invoice.

**What is the difference between the “Unscheduled Day” options?**

A child attending before and after school would be charged \$50 per day. A child attending before school only would be charged \$15 per day. A child attending afterschool only on an unscheduled day would be charged \$35 per day. These charges will be reflected on the next month’s invoice.

**Can I select individual “Full Care Days” during Spring Break, Welcome Back Week, or Winter Break?**

The a la carte option for Spring Break, Welcome Back Week and Winter Break can only be purchased in full increments. All service days including breaks are however included in the Unlimited program and do not need to be purchased separately.

**Can non-Kids’ Country families register for Full Care Days, Spring Break, Welcome Back Week, or Winter Break or do they have to be enrolled in a continuous program?**

We would love to welcome any school-aged child, whether they regularly attend KC or not, to join us on during non-school days and/or breaks. A one-time \$95 registration fee will apply at initial account set up.

**What happens on modified schedule school days such conference week or other minimum days?**

Since we will no longer be tracking hours, when conference week or other minimum days occur, as long as those days are included in the program you have selected, your child can stay as long as you wish. Those hours will be covered.

**During months where there may be fewer school days, will the program rates be prorated?**

Unfortunately, the program rates will not be prorated during any of the school year months. Our revenue and expenses are forecasted on an annual basis and our most significant expenses are fixed (staffing, rent, etc.) and are still incurred during those shorter months. We are open most days during all school break closures with the exception of federally observed holidays. Please see the Kids’ Country calendar for more information.

**What happens if my child is enrolled in the early pick-up program but I am running late?**

Your child will remain safe with us. An additional fee will be assessed for extended care provided that day (\$35 for TK/K/1<sup>st</sup> or \$25 for 2<sup>nd</sup>-5<sup>th</sup>). That fee will be included on the next month’s invoice.

**Can I be grandfathered into the old rate structure?**

Unfortunately, we are unable to honor any “grandfathering” as the system cannot accommodate our prior billing structure.