

Bright Horizons Enrollment Agreement

Welcome to **Bright Horizons®**! We look forward to a successful relationship with your family. The following policies were created to promote the program's smooth operation and the safety of your children during care. This Enrollment Agreement must be completed and signed annually.

Tuition and Fees

1. Please specify the days and hours your child, _____ will attend:

MONDAY: _____ TUESDAY: _____ WEDNESDAY: _____
THURSDAY: _____ FRIDAY: _____

2. Tuition rates will be adjusted to reflect any permanent change in hours. You are required to give one month's notice in writing of any reduction in your child's schedule, or in the case of a client center the notice required by your employer. Tuition will be reduced to the new rate thirty (30) days after notice is received. If your child's schedule increases or decrease, Bright Horizons cannot guarantee that a space will be available.

3. Tuition is due in advance of care via online payment or by payroll deduction if available through your employer. Tuition will not be reduced for any absences, including vacations, illnesses, or holidays. You will be charged for any hours of care added to your child's usual schedule. Bright Horizons reserves the right to change tuition rates and you will be notified of any change at least thirty (30) days prior to its implementation. Tuition is based on ratios in assigned classrooms, not the age of the children participating.

4. Your first tuition payment will reserve your child's space. If Bright Horizons is unable to provide a space for your child, this payment will be refunded.

5. When you withdraw your child, you must give at least thirty (30) days written notice **prior to withdrawal**, or the notice required by your employer for client centers. You agree to pay all tuition and fees for the thirty (30) days following your notice to the center, even if your child is not in attendance.

6. Tuition is due by:

- ▶ The 25th of the month prior to care, for monthly payments.
- ▶ The Friday prior to care, for weekly payments (if applicable) **bi-weekly via**
- ▶ Other: payroll deduction (if applicable)

If full tuition is not received when due, a late fee of \$ **5.00** per day will be added until the account is current. Although payments may be split between parents or supported by a subsidy, each parent is responsible for timely payment of the full tuition. If payment is delinquent for more than a week, care may be suspended and the space will not be reserved for your child until the account is current. Tuition is due regardless of a child's absence from the program for any reason and is required to hold a child's space.

7. A non-refundable registration fee of \$ **50** is due at the time of registration, if applicable. A re-registration fee is due annually and is subject to change. If your child withdraws from the program and later re-enrolls, a new registration fee is due at that time.

8. A late pick-up fee of \$ **5.00** per child is payable for each minute your child(ren) remains after closing. This fee is subject to change.

9. A \$25.00 fee will be charged for a check returned for insufficient funds. If this occurs more than once, Bright Horizons may require payment by another method for enrollment to continue.

10. Your child may have the opportunity to participate in a special program or field trip. This may result in an additional fee due before the day of the event. Notices will be posted in advance. A signed permission slip will be required in order for your child to participate.

11. If your tuition is subsidized, any misrepresentation of household income or subsidy status may result in dismissal from the program and/or retroactive charges for all underpaid tuition.

Coming and Goings

1. The center is open from **7:00** a.m. to **7:00** p.m., Monday-Friday. The center is closed for certain holidays. The center's hours and holiday schedule are set and posted annually, but may be changed at any time with thirty (30) days' prior notice.

2. The center will be open whenever possible on regularly scheduled days, during usual business hours. The procedure for notifying families of closures or late openings due to severe weather or other conditions will be posted. If it is necessary to close early, it will be your responsibility to arrange for your child's early pick-up. There will be no tuition credit for any time the center must close.

3. Your child will only be released to you or to the persons you have listed on the *Informed Consent Form/Child Release*. Emergencies may prevent you from picking up your child; therefore, include those individuals whom you would authorize in such events. If you want a person who is not identified on the *Child Release* to pick up your child, you must notify center management in advance, in writing. **Your child will not be released without prior written authorization.**

4. Late pick-up is an exceptional occurrence and not a normal program option. It can be distressing for children to be left in the care of others after hours. Staff work long days and expect to leave at the end of their scheduled times. Please allow enough time to arrive at the center, pick up your child, and leave by closing time. If a child is not picked up by closing and we have not heard from you, we will attempt to contact you and then the emergency contacts listed on the *Child Release*. Provisions will be made for someone to stay with your child as long as possible, but if we are unable to reach you or an emergency contact after two hours, we will call the local child protective services agency and/or the local police as required by state licensing. Repeated late pick-ups may result in dismissal from the program.

5. Parents/guardians are required to provide a current custody order (including any active restraining order, court-ordered visitation schedule, or other court orders impacting the arrangement), which will be kept on file at the center. If the family is not in agreement or the situation is unclear, we will require the family to return to the court to resolve their differences.

Medical Policies

1. Prior to enrollment, you must give the center current medical and immunization records for your child, which must be updated periodically as required by licensing. Children without current medical records may not attend the center.

2. If the center notifies you that your child is ill, you must pick up your child within 90 minutes. If your child is absent due to a reportable illness, your child may return only with a physician's note indicating that he or she is no longer contagious. (See the *Child Illness Policy* in the *Bright Horizons Family Guide*.)

3. We will administer medication as outlined in our *Medication Administration Policy* in the *Bright Horizons Family Guide*.

4. You are required to sign the *Informed Consent Form/Emergency Medical Care* to authorize Bright Horizons to administer first aid or to obtain emergency medical treatment in your child's best interest.

5. Student accident insurance is provided by Bright Horizons. This is a **secondary insurance that will help defray the cost of out-of-pocket medical expenses** which are not covered by a family's primary insurance for injuries occurring **while the child is in the program**.

Miscellaneous

1. To maintain the professional status of our staff and prevent any potential conflict of interest, babysitting by center staff is discouraged. However, if you hire any center staff, it must be outside the center premises and with the understanding that such arrangement and payment for services are solely between you and the staff member. These arrangements are not sanctioned by the center, client, or by Bright Horizons, and you agree to hold Bright Horizons harmless from any liability arising from such arrangement. In addition, if a staff member leaves Bright Horizons' employment to work for you within six (6) months of his or her departure; you agree to pay a placement fee of \$5000.

2. It is our expectation that a child can be safe in our group program without dedicated one on one care. If Bright Horizons is concerned that your child's needs are not being met in our group program, we will involve you in the process of identifying the issues and working toward resolution. However, if after reasonable and appropriate interventions have been attempted, Bright Horizons determines that your child cannot participate safely in our group program, we may require that your child be suspended until our concerns are adequately addressed. Bright Horizons, in its sole discretion, may end its relationship with any parent/guardian or family who refuses to abide by center policies, is physically or verbally abusive or interacts with others in an inappropriate way, or who is disruptive to our orderly operations.

This Enrollment Agreement is not intended to be all-inclusive. Other terms and conditions of your child's enrollment are contained in our Family Guide. Your enrollment is also subject to all of Bright Horizons' policies and procedures which may change from time to time. Your tuition is subject to adjustments to reflect changes in your child's schedule and/or classroom as he/she ages up through our program.

I/we acknowledge that I have received a copy of the Bright Horizons Family Guide, which is intended to supplement this Agreement. I/we understand it is my/our responsibility to contact Bright Horizons with any questions about the information contained in the Family Guide or any enrollment practices, policies, and procedures.



PARENT/GUARDIAN SIGNATURE

DATE

PARENT/GUARDIAN SIGNATURE

DATE

CENTER DIRECTOR

DATE