

2026 – 2027

SCHAUMBURG PARK DISTRICT

KASPER School Year Family Handbook



FAMILIES ARE RESPONSIBLE TO ABIDE BY ALL CONTENTS OF THE KASPER HANDBOOK



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KASPER INTRODUCTION

Dear KASPER Families,

Thank you for choosing the Schaumburg Park District for your child's before and after school care. On behalf of the entire KASPER staff, we warmly welcome you to the program!

We are excited for a safe, enriching, and fun-filled school year—one that builds your child's confidence, encourages creativity, and creates lasting memories. Throughout the year, your child will have the opportunity to be outdoors, develop new skills, build meaningful friendships, and express their imagination.

Our team is dedicated to fostering a respectful, supportive, and nurturing environment where every child's individuality is celebrated, and personal growth is encouraged. Safety and supervision are the cornerstones of our program, and we are proud to offer a space where all are welcome.

This Family Handbook is designed to give you an overview of the policies, procedures, and expectations that help ensure a positive experience for all participants in the KASPER program. We encourage you to read through the handbook carefully and keep it handy for future reference.

If you have general questions or concerns, please feel free to contact us via email at kasper@parkfun.com or call our office at **(847) 252-2888**.

We look forward to a fantastic year together!

Anna Schuld & Heather Wiers

Contact Information

Office Hours: 9:00AM – 5:00PM Monday thru Friday

Office Phone: (847) 252 – 2888

Mailing Address:

Schaumburg Park District

Attn: KASPER PROGRAM

505 N. Springinsguth Rd. Schaumburg, IL 60194

KASPER Administrative Staff

Anna Schuld/Assistant Superintendent of Education Services

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Administrative Support

Please Note:

- Schaumburg Park District reserves the right to cancel any program due to low enrollment and/or a change in government regulations. Enrollment minimum is ten participants per program.
- Information that is handed out at your child's program site will be delivered to the person signing your child in/out. This includes disciplinary notices, late pick-up notices, and correspondence from the office.
- Please remember to update your child's ePACT account of any contact numbers or e-mail address changes. If staff are unable to reach a parent or legal guardian using the telephone numbers listed in their account, your child may be dropped from the program. This policy is in place to ensure the safety of your child.
- The KASPER program is a license exempt child-care program and is not licensed through the Department of Children and Family Services (DCFS).
- **PHOTOS/VIDEOS:** Registrants and participants permit the taking of photos and videos of themselves and their children during Park District activities for publications and use as the Park District deems necessary.

ePACT INFORMATION

What is ePACT?

ePACT a secure online system designed to help organizations in your community support you and your family in any type of crisis. ePACT is a tool that organizations like Park & Recreation Departments, YMCAs, sports associations, schools, daycares, employers, and municipalities use to collect important emergency information.

Receiving a Request for the first time

1. Your organization will send you a request for each child participating in their program for this year or season.
2. Click on Complete Request to get started and create an account.
3. Add your name, choose a password, and accept our Terms of Use and now you're ready to go!
4. Read the instructions carefully and click on "Getting Started."
5. Answer questions on each step. Those with an * are required. Ensure all the steps have a checkmark.

Add Additional Documents

1. You can upload additional documents like immunization records, custody orders or one of your organization's custom sheets like Medication Administration forms.

Add Your Initials and Signature

1. Add your initials to each waiver (or agree by checkbox) and add your signature.
2. Click on the "Share" button to complete the process!
3. **ePACT Support:** Have questions or feedback?

Please contact help@epactnetwork.com or call **1-855- 773-7228 ext. 1** to speak with ePACT's Customer Success Team.

KASPER LOCATIONS AND COMMUNICATION WITH STAFF

Parents/guardians must return phone calls left by their child's camp Site Coordinator or the KASPER Office within 30 minutes. Failure to do so will result in your child being dropped from the program. The KASPER program must be able to always reach parents/guardians during program hours.

To reach KASPER staff during programming hours, you can call or text them using the following number:

KASPER SITES	CELL PHONE NUMBER
ALDRIN	(224) 762 – 4371
BLACKWELL	(224) 762 – 4417
CAMPANELLI	(224) 762 – 4508
CHURCHILL	(224) 762 – 4603
COLLINS	(224) 762 – 4534
CRC ROOM A	(224) 762 – 4586
CRC COMMUNITY	(224) 762 – 4594
DIRKSEN	(224) 762 – 4654
DOOLEY	(224) 762 – 4761
ENDERS-SALK	(224) 762 – 4765
HALE	(224) 762 – 3210
HOOVER	(224) 762 – 3213
MEINEKE	(224) 762 – 3336
NERGE	(224) 762 – 3364

KASPER ARRIVAL AND DEPARTURE

AM KASPER is provided at your child's school from 7:00AM until school begins. Children must be walked into the designated KASPER door and signed in daily using the site iPad.

PM KASPER begins at school dismissal until 6:00PM. Children are to go directly from their classroom to the gym. Please inform your child's teacher that your child is registered for the PM KASPER program.

If your child's base school is at capacity, we can transport your child to PM KASPER at the following locations:

- The Meineke Recreation Center (220 E. Weathersfield Way) will service Collins Elementary School.
- The Community Recreation Center (505 N/ Springinsguth Road) will service Campanelli, Dooley, Hale and Hoover Elementary School.
- Children will go directly from their classroom to their school gym. The KASPER staff at the child's school will walk them to a Schaumburg Park District vehicle that will transport them to their overflow location for the PM KASPER program. KASPER staff will meet the bus/van and escort your child to the program.

Friendly Reminders:

- Children must be walked into KASPER and signed in daily using the site iPad. We do not offer curbside check-in/out.
- Each school has an established KASPER door with a doorbell which should be used when picking-up or dropping off your child.
- Please allow for additional time in your schedule to accommodate the daily arrival and departure process.
- For the safety and consistency of all participants, parents/guardians will not be permitted to drop off or pick up children at offsite locations, including field trip destinations and district swimming pools.
- For Days-Off programming and Winter/Spring Break – Please ensure you arrive on time for field trips. Buses will depart at the scheduled time, and campers who miss the bus will not be able to remain at the site. Children CANNOT be dropped off directly at the field trip location.

ON-SITE VISITS

When a legal guardian/pick-up person arrives at site, they are to sign the child out and leave with the child. KASPER does not allow on-site visits to the program.

AUTHORIZATION FOR PICK-UP

Only individuals authorized in your child's ePACT account will have access your child while they are under the care of Schaumburg Park District. These are the only people permitted to sign your child out. Legal guardians or authorized pick-up persons must **present a valid photo ID**. Schaumburg Park District will not release your child to anyone not authorized. In emergency situations, if you need someone not listed in your child's ePACT account to pick them up, please notify your child's Site Coordinator using the provided cellphone number.

Please Note: Failure to sign your child into the program or out of the program will result in your child being dropped from the program.

AFTER SCHOOL ACTIVITIES

If your child participates in an extracurricular activity/club at the same location where they attend PM KASPER, please notify the Site Coordinator in writing with the day(s) and time(s) of the activity. Activity Permission Forms are available at the site. Your child must check in with KASPER staff in the gym before going to their after-school activity. Please note that KASPER staff do not escort children to or from extracurricular activities held at the school.

If your child attends KASPER at one of our overflow Park District locations—Meineke Recreation Center or the Community Recreation Center—parents/guardians may sign them up for one of the many classes offered in the building during program hours (excluding swim lessons).

To participate, parents/guardians must complete an **Activity Permission Form** (available at the site) and inform the Site Coordinator of the class's start and end dates. Unlike our school sites, KASPER staff at these recreation centers **will** escort children to and from their scheduled extracurricular activities within the building during program hours.

LATE PICK UP

Legal guardians will be charged \$1 for every minute after 6:00 PM. We adhere to the clock at your child's camp.

It is the responsibility of the parent/guardian to ensure that the Park District always has current contact information for their child's emergency contacts.

If a child has not been picked up within ten minutes of the program's end, staff will make attempts to contact the legal guardian(s) and/or emergency contacts listed in the ePACT account. If no contact is made within 30 minutes and all emergency contacts are unsuccessful, staff will notify the police department. The child will then need to be picked up at the Schaumburg Police Department. Failure to pick up your child in a timely manner is considered child abandonment. In case of an emergency, please contact the building where your child is attending, so staff are aware of the situation.

Five late pickups will result in the child being dropped from the program.

Please note: Fee must be paid within five days of receipt to avoid suspension. Schaumburg Park District does not send out invoices for late pick-up fees.

- For families with credit on their SPD account, the late pick-up fee will be deducted from the account credit total.

ABSENCES

All absences from the PM KASPER program must be reported by calling or texting the site cell phone **before 2:00 PM** on the day of the absence.

If your child is transported to an overflow site (Community Recreation Center or Meineke), you must contact the **site cell phone for the school your child attends**, not the overflow location. Please be sure to include your child's **first and last name** when reporting the absence.

Important: After **five unreported absences**, your child will be removed from the program.

PROGRAMMING – ACTIVITY ZONES

KASPER offers a variety of engaging activities during both the before and after school program at each site. Children will enjoy ample outdoor time participating in organized games and sports, reading, exercising, socializing, and creating lasting memories.

We encourage all children to take part in group activities and to take responsibility for cleaning up after themselves, helping to foster a respectful and cooperative environment.

- 7:00 a.m. – 6:00 p.m. (KASPER Camp and Day-off programs)
- 7:00 a.m. – 8:30 a.m. (KASPER Before-school program)
- 3:00 p.m. – 6:00 p.m. (KASPER After-school program)
 - 2:30 p.m. – 6:00 p.m. (Wednesdays)

Activity Zones

1. **Sky Zone** (Outdoor recreation and relaxation)
2. **Rec Zone** (Active area with organized active games, sports, Lego's, board games, cards, etc.)
3. **Snack Zone**
 - Comfortable place to sit and enjoy a snack from home.
 - Children can eat at any time during the program.
 - Please send a snack and water bottle daily.
4. **Relaxation Zone** (Quiet area for reading, journaling, and reflection)
5. **Artistic Zone** (Open art and guided projects)
6. **Homework Zone** (Quiet Area when available)

OFF SITE ACTIVITIES

KASPER after-school programs will include **one to two field trips** throughout the school year. These trips are designed to enhance your child's overall KASPER experience, and **all costs are included** in the program fee. Previous field trip destinations have included Water Works, the Sports Center, and Spring Valley.

Please note:

- **Children must be signed in and out at their regular KASPER site.** Sign-in or sign-out is **not permitted** at field trip locations.
- **Schaumburg Park District vehicles** will be used for transportation to and from all field trips.

SCHOOL IN-SERVICES (INCLUDING ½ DAYS), HOLIDAYS AND WINTER/SPRING BREAK

Day Off Program Information – Space is limited and available on a first-come, first-served basis. The Schaumburg Park District offers full-day care on select school holidays and in-service days as part of our Day Off Program.

Program Hours:

- Full Days: 7:00 a.m. – 6:00 p.m.
- Half-Day In-Service Days: 11:40 a.m. – 6:00 p.m.

Registration & Payment:

- Registration for Days Off Programming, Winter Break, and Spring Break Camps will be shared through your family's ePACT account.
- Changes and refund requests must be submitted before the posted deadline. No refunds or credits will be issued for missed/unattended days, and payments are non-transferable.
- Payments are not accepted on site. Registration must be completed online or by emailing kasper@parkfun.com

Medication Policy:

If your child requires an inhaler, EpiPen, Benadryl, prescription, or over-the-counter medication, a parent/guardian or authorized adult must:

- Bring the medication to the site at drop-off and fill out the provided *Medication Dispensing Information* form.
- Retrieve it from staff at pick-up.
- Schaumburg Park District staff cannot transport medication.

Program Restrictions:

- If your child is suspended from the program and the suspension coincides with a scheduled day off, they will not be permitted to attend.
- Families receiving scholarships or state assistance will be responsible for the amount stated on the Day Off Program informational form. (*Online registration will not be available for these families.*)

No Care is Offered on the Following Holidays:

- Labor Day
- Thanksgiving Day & the Friday after
- Christmas Eve & Christmas Day
- New Year's Eve & New Year's Day
- Memorial Day

SCHOOL CLOSINGS

If **School District 54** announces a school closing, both **AM and PM KASPER** will also be **canceled** for that day.

Please note that **no credit** will be issued for canceled days, as District 54 typically adds these days to the **end of the school year**.

When possible, a **full-day program (7:00 a.m. – 6:00 p.m.)** may be offered at the **Community Recreation Center (CRC)**.

Details about availability and registration will be **emailed to families**.

- **Cost:** \$73.00 per child
- Payment is required at the time of sign-in.

SNACKS

KASPER does not provide daily snacks. Please be sure to pack extra healthy, nourishing snacks for your child each day, especially for the aftercare portion of the program.

If your child has **dietary restrictions or food allergies**, please inform the Site Coordinator directly and ensure this information is updated in your **ePACT account**.

To maintain a safe and clean environment:

- Appropriate cleaning and sanitation practices will be followed during snack times.
- Food sharing is strictly prohibited. Please remind your child not to share snacks with others.

We understand that mornings can be busy. If you'd like to send your child with breakfast or a morning snack to eat during AM care, you are welcome to do so.

PROGRAM ATTIRE AND PERSONAL BELONGINGS

Gym shoes must be worn daily to ensure full participation in activities. For inclement weather, children must be dressed appropriately (jackets, hats, scarves, gloves, boots, snow pants, etc.) to participate in outdoor activities. Be sure to label all your child's belongings, including clothes, shoes, backpacks, water bottles, books, lunch boxes, etc. The Schaumburg Park District is not responsible for any lost, damaged, or stolen items. We ask that your child leave all personal belongings at home.

- **No electronic devices are allowed.**

The use of cell phones/smart watches are not permitted while at Kasper.

- **No personal toys/games are allowed.**
 - **Exceptions:** Novels and Books

TOILET TRAINING

All children enrolled in KASPER must be toilet trained. If a child has a bathroom accident, a parent/guardian will be called to bring a change of clothes (may include shoes) to the program within one hour. If a parent/guardian cannot be reached, the emergency contacts will be called. More than 3 incidents will result in the child being dropped from the program.

ADA AND SPECIAL ACCOMMODATIONS

The Schaumburg Park District believes in the right to an excellent recreational experience for all individuals from all backgrounds and ability levels. If your child requires special accommodations while attending the program, Schaumburg Park District will work with your family in cooperation with Northwest Special Recreation Association (NWSRA) to assess any modifications that may be needed to successfully participate in KASPER. These accommodations could include observations, additional training for park district staff, adaptive materials and equipment, or aide assistance for the program.

NWSRA and its member park districts believe all individuals should be provided with leisure opportunities that allow for performance at their highest level of ability in the least restrictive environment while maintaining safety and confidentiality. Requests for inclusion services **should be made during the registration process**. Please contact the KASPER Manager at anschuld@parkfun.com, as well as, noting any pertinent information on your child's ePACT account to help ensure a positive recreational experience.

Our Goal: Safe participation by children with all abilities

MANDATED REPORTING OF ABUSE, NEGLECT, ABANDONMENT OR EXPLOITATION

Schaumburg Park District recognizes the vital role of mandated reporters in protecting children and ensures they understand their duty to report suspected abuse, neglect, abandonment, or exploitation. It is the policy of SPD that any suspicion or allegation of abuse, neglect, abandonment, or exploitation perpetrated against a child/youth is reported in adherence to the *KASPER Mandated Reporter of Abuse, Neglect, Abandonment or Exploitation Policy*.

Schaumburg Park District employees are considered mandated reporters under the law. Staff are not required to discuss their suspicions with parents/guardians prior to making a report to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior, or condition prior to making a report.



INFORMATION FOR PARENTS AND GUARDIANS – In partnership with School District 54, Schaumburg Park District has adopted *The “I Love U Guys” Foundation’s Standard Response Protocol (SRP)*. Students and staff have been and will continue training, practicing, and drilling the protocol.

The **Standard Response Protocol (SRP)** is based on an all-hazards approach as opposed to individual scenarios. Like the Incident Command System (ICS), SRP utilizes clear common language while allowing for flexibility in protocol. The premise is simple - there are five specific actions that can be performed during an incident. The SRP is based on the following actions: **Hold, Secure, Lockdown, Evacuate, and Shelter**



Hold is followed by the Directive: "In Your Room or Area" and is the protocol used when hallways/areas need to be kept clear of occupants.



Secure is followed by the Directive: "Get Inside. Lock Outside Doors" and is the protocol used to safeguard people within the building.



Lockdown is followed by "Locks, Lights, Out of Sight" and is the protocol used to secure individual rooms and keep occupants quiet and in place.



Evacuate may be followed by a location and is used to move people from one location to a different location in or out of the building.



Shelter is a state for self-protection during weather, hazardous materials, or another similar emergency.

For the protection of all children and staff, SPD staff have the right to refuse admittance of a child who appears too ill to attend on a given day.

If your child has a communicable infection, please notify the staff or supervisor immediately. A few guidelines to follow in determining whether you should keep your child home are:

- Children should be free of an elevated temperature for 48 hours (without medicine) before returning to camp.
- If prescribed, children should be on antibiotics for 24 hours before returning to camp to ensure they are no longer contagious.
- If matter coming from the nose is not clear in color, it is usually symptomatic of an infectious process beginning. Please keep your child at home.
- Children should be free of diarrhea for at least 24 hours before returning to Kasper.
- A rash may be the first sign of many illnesses. A rash or spots may cover the entire body or may appear in only one area. Do not send a child with a rash to the program until your doctor has said that it is safe to do so.

Signs of illness while at Kasper

If any child has a rash, fever or other signs of illness, the parent/guardian will be called and must pick the child up within 30 minutes. If a parent/guardian cannot be reached, staff will contact persons listed on the participant registration form as authorized to pick the child up.

If a child is injured and requires more than basic first aid, the following steps will be taken:

1. Attempt to contact parent/guardian.
2. Attempt to contact emergency listings.
3. If necessary, the child will be transported to the nearest hospital by ambulance, accompanied by a staff member. Siblings will remain at site.
4. The Schaumburg Park District does not provide accident insurance or medical insurance to participants.

Strep/Ringworm/Impetigo/Hand, Foot, and Mouth Disease/Conjunctivitis

If your child is diagnosed with any communicable infection, the Schaumburg Park District has guidelines that must be followed before your child may return to the program. Please reach out to the KASPER office for detailed information.

Head Lice

If your child has head lice, the parent/guardian will be called right away to pick up the child.

MEDICATION/PARENTAL PROCEDURES AND RESPONSIBILITIES

All medication must be in a current and correctly labeled prescription bottle. For children requiring medication during program hours, parents/guardians must digitally sign a written consent form through ePACT. Over the counter medications may be administered with a completed consent form, however, only new, unopened containers will be accepted. The over-the-counter medication must remain at the site until the child is no longer taking the medication. We do not transport medicine from your child's KASPER site.

- If a child does not have sufficient medication onsite, the parent/guardian will be notified to pick the child up within one hour.
- Park District staff are not allowed to calculate the number of dosages participants must take.

The parent/guardian must:

1. Complete and electronically sign the following forms on ePACT: *Permission to Dispense/Self-Administer Medication Waiver and Release* and *Medication Dispensing Information*
2. Where appropriate, provide a *Self-Administration* form from the medication prescriber (Ex. inhaler, epi pen).
3. Provide all medication to the Site Coordinator. Where appropriate, legal guardians should count out the number of pills/tablets delivered to the Park District in the presence of Park District staff. Prescription medication must be in the original prescription bottle with label intact. Non-prescription medication must be in the original unopened bottle which includes the child's name, medication, dosage, and time of day medication is to be given. Over the counter medicine once opened at site cannot be brought back and forth from home. In cases of field trips, the parent/guardian must provide an adequate storage device for the medication, *i.e.*, an insulated bag/cooler for insulin.
4. Communicate with Park District staff regarding specific instructions for medication including self-administration where appropriate.
5. Provide a formal written plan provided by the child's physician or parent(s)/guardian(s) when applicable (which can be uploaded into your ePACT account.)

PARTICIPANT BEHAVIOR EXPECTATIONS

Our policies have been developed to help make camps safe and enjoyable for all participants. All participants are expected to always exhibit appropriate behavior, and our district insists that all participants comply with a basic behavior code.

All participants shall:

1. Show respect to all participants, staff, and volunteers. Participants should follow program rules and take direction from staff.

2. Refrain from using abusive, offensive, or foul language.
3. Refrain from threatening or causing bodily harm to self, other participants, and staff.
4. Show respect for equipment, supplies and facilities.
5. Not possess any weapons.

A positive approach will be used regarding disciplinary action. Staff will periodically review guidelines with participants during program sessions. If inappropriate behavior occurs, a prompt resolution will be sought specific to each individual's situation. **The agency reserves the right to dismiss a participant whose behavior endangers their safety or the safety of others.**

The following unacceptable behaviors will result in disciplinary action:

1. Consistent and uncooperative behavior which constitutes disregard for rules and regulations of the program.
2. Consistent insubordination and disrespect to ANY staff member, volunteer, or participant.
3. Acts which jeopardize the health, safety and welfare of themselves or others.
4. Possession of any weapons or items that may be used as weapons.
5. Theft
6. Fighting, striking, or assaulting any person.
7. Intentional damage to or destruction of any property.
8. Continual verbal abuse, inappropriate language used, use of profanity, obscenity, racial slurs or discussion of inappropriate topics to personnel or a fellow participant.
9. Leaving the program site or any area where the program is being conducted without staff permission.
10. Possession or use of illegal substances or medications.
11. Observed bullying.

Listed above are examples of inappropriate behavior, however, they are not limited to the only behaviors that would necessitate a Disciplinary Notice.

If a participant exhibits inappropriate actions, the following guidelines will be followed:

- Verbal warning, attempt to redirect the child, and offer alternatives to the inappropriate behavior.
- A written notice will be presented to the legal guardian/pick-up person if the behavior does not improve.
- Three notices will result in a three-day suspension. A fifth write-up will result in the child being removed from KASPER Fall programming.
- **Families can request to schedule a meeting at any time with the Assistant Superintendent of Education Services and Site Coordinator.**

A child that threatens to bring a weapon or has brought a weapon to the program or threatens bodily harm toward an individual will be suspended immediately pending an investigation. Parents/guardians will be called to pick up their child and notification will be made to the Schaumburg Police Department.

If, at any time, a child's behavior threatens the safety of themselves or others, the parent/guardian will be notified and is expected to pick the child up within 30 minutes. This includes off-site locations. The Manager of Education Services reserves the right to review each situation on an individual basis and may eliminate steps depending on the severity of the incident.

PATRON CODE OF CONDUCT

The Schaumburg Park District is committed to providing a safe, clean, and fun environment for all participants, staff, and guests. By doing so, patrons are required to act appropriately and are to always be respectful of others when using Schaumburg Park District parks, facilities, and District 54 locations.

Any parent/guardian, authorized person or site personnel who display any of the following behaviors will no longer be allowed on-site:

- Harassment or intimidation using words, gestures, body language or menacing behavior.
- Verbal abuse including inappropriate language or threats to a child, other families, or employees.
- Physical contact with another individual or staff member in an angry, violent, or threatening manner (shaking, grabbing, hitting, pushing, etc.)
- Carrying or concealing weapons, firearms or devices that may be used as a weapon.
- Use or possession of illegal substances or alcohol on Schaumburg Park District or School District 54 property.
- Abuse of Park District or School District equipment supplies and property.
- Smoking and loitering inside or outside on District facilities/grounds.

If staff suspects an authorized person of substance abuse or views any act of child abuse or its effects, the police and DCFS will be notified. The staff's first responsibility is to the safety of the children.

Any violation of these guidelines may result in the following: a verbal warning, a written warning, immediate removal from the facility or suspension from Park District or School District property. The Schaumburg Park District will investigate all reported incidents on a case-by-case basis. For more information regarding the Park District's Patron Code of Conduct please refer to our website: <https://www.parkfun.com/about/code-of-conduct>

PAYMENT OPTIONS AND ADDITIONAL FEES

Payment Schedule

A total of 9 invoices will be e-mailed beginning July 15th, 2026, with the last invoice e-mailed March 15th, 2026.

Payments are due on the 1st of each month. Invoices will be **e-mailed only** to the e-mail shown on the registration form.

Payments can be made online (see details below), over the phone by calling the KASPER office or payments can be mailed to: The Community Recreation Center, KASPER Office, 505 N. Springinsguth Rd., Schaumburg, IL 60194.

Automatic Payment

The Schaumburg Park District offers the convenience of automatic scheduled payments at no additional cost to you. All auto-pay payments will be processed on the 1st of the month. *Please call the office to set up autopay.*

Online Payment

1. Visit the website at www.parkfun.com
2. Click on blue box at the top right of the webpage labeled "Register"
3. Log into your account using the main email address for your account and enter your password. **(If this is the first time accessing your account, click the forget password link to create a new password)**
4. Once you have accessed your personal page, click on "Pay on Account" tab.

Refunds

Families wishing to withdraw from the program must notify the office 5 days prior to the last day of attendance.

Refunds will be made in the method in which payment was received. Check refunds may take up to 10 business days to receive. **Credit will not be given for days not attended including suspensions from the program.**

Change in Attendance (including drops)

A fee of \$20.00 per child will be charged for each change made to your child's registration (including drops). All changes in attendance must be emailed to the KASPER office at kasper@parkfun.com by 11:00 AM on Wednesdays. Changes will go into effect on the following Monday. Changes will not be accepted without payment. Changes will go into effect on the following Monday.

Please Note: From August 1st to August 21st no changes to registrations will be implemented. Any changes received after August 1st will not go into effect until Tuesday, September 8th (after Labor Day).

Late Payment

Payments are due on the 1st of each month. A \$20.00 late fee per child will be applied to the main account on the 5th for any unpaid balances. This fee will not be waived.

Declined Credit Cards and NSF Checks

There is a \$25.00 charge for each occurrence. Restitution needs to be made within five days or the child will be suspended from the program until the account is brought up to date. NSF fees will not be waived due to compromised credit cards; it is your responsibility to contact the KASPER office with updated information. All NSF checks must be made by cash, money order or credit card.

Outstanding Balances

Families with past due balances will be suspended from the program until the account is brought to date. After 30 days the child will be withdrawn from the program. Eligibility to register for Days Off and camp programs will be restricted until the account is brought up to date.

Flex Spending/State Assistance/Scholarship/Account Information

State of IL Assistance: Families receiving assistance for childcare must provide the KASPER office with a letter “Approval of Request for Child Care Payment” provided from Illinois Action for Children. This completed form must be on file with the KASPER Office a minimum of one week prior to the child’s start date. Fall requires “part time” approval by Action for Children prior to the child starting the program/or the family will be responsible for the full cost of the program.

Financial Assistance: The Schaumburg Park District KASPER program offers assistance based on a sliding fee scale. Scholarship application forms are available at the KASPER office at the Community Recreation Center or can be requested by emailing the KASPER office directly at kasper@parkfun.com. Families must re-apply each season. All required documentation must be submitted with the scholarship application for it to be processed.

It may take up to five days from the day the office receives your request to return the completed documents to you.

- Families are responsible for their assigned co-pay, plus the \$45.00 (non-refundable) per child registration fee.

Tax Information

The Schaumburg Park District tax identification number is 36-253-0442. If you need a receipt, you can access this information through your Park District account or email kasper@parkfun.com to request a receipt.