



Registration Fees:

Registration fees are nonrefundable payments applicable to the entire school year. If a parent chooses to cancel any programming options or withdraw their child from the program at any time, Innovation Learning retains this fee. Should the programming be canceled by Innovation Learning before the program opens, a refund will be issued

- **Payment Options/Fees:** All accounts are **required to provide and maintain** an active and valid credit card, debit card, or other acceptable form of payment. This policy helps ensure **continuous service** without interruptions due to billing issues.
- **Debit/Credit Card Payments:** Our secure system will continue to accept debit and credit card payments as a convenient method for families. There is a flat **convenience fee of 2% in the state of Colorado or 3% in all other states, per payment** for debit and credit card transactions. This fee covers the cost of the technology platform, customer support, and other operational expenses that enable the service.
- **Refunds:** There is a 10% processing fee applied on all refunds.

Monthly Billing: Monthly scheduling and pricing are for families who need our Before/After Care programs on a regular set schedule through the end of the school year. Monthly rates are discounted based upon volume, and they are based on total yearlong attendance.

Benefits of a Monthly Schedule

- The monthly rate represents our most economical option for families as our rates are discounted.
- This ensures that families can spread the total cost throughout the year and can budget accordingly and they are based on total yearlong attendance.

Important Conditions for Monthly Scheduling

- Monthly plans are designed as equal monthly payments throughout the school year.
- One exception to monthly payments is **the first and last month of the school year**. If that month contains fewer than 10 program days, that month's tuition is prorated based on the applicable daily rate.
- Monthly rates are discounted based upon volume, and they are based on total yearlong attendance. Therefore, we do not offer credits or refunds for unused days, including partial months. If you are concerned about potential absences (including those outside of your control, such as school closures or illnesses), then you likely want to consider our Daily/Flex "Drop-In" Option for even greater flexibility.
- Families pay using the Autopay method. All families must have a valid credit/debit card entered in the system at registration. All monthly installments are deducted on the 1st of each Month.



- To cancel or switch the Monthly billing, you must contact the Customer Service Team at ***info@innovationlearning.com*** or **866-239-3661**. We require a 10-day advance notice, prior to the next upcoming monthly installment.
- Failed payment arrangements could result in the removal of your monthly schedule, and the account could be suspended.

Daily/Flex Calendar: Our most flexible payment option, '**Drop-In**' scheduling and pricing, affords families the opportunity to change their schedules from day-to-day or week-to-week. Families taking advantage of the 'Drop-In' option can schedule up until the night before attending. Children can attend as needed and are not locked into the same set schedule.

Benefits of the Daily/Flex Calendar

- Families can schedule and “pay as you go” right in your Family Account
- The Daily/Parent Managed Calendar can be used in unison with the Monthly Schedule to take care of “last minute” or “emergency” coverage needs (not covered by Monthly Schedule enrollment). For example, if a child is registered every Tuesday and Thursday via their Monthly Schedule enrollment and they want to add Wednesday for one week, the additional day can be added via the Parent Managed Calendar.
- Families have ultimate control over their schedule and only pay for what they register for.
- Daily/Calendar scheduling is the only pricing option where parents can receive credit if their child is sick or cannot attend for any reason. (Request for credit must be within 72 hours of the scheduled date to Customer Service)

Important Conditions for Daily/Flex Calendar

- Daily rates/schedules must be paid at the time of enrollment, prior to your child’s attendance in the program.
- All children must be registered in our registration system (Playground) for the school year, scheduled prior to attending and account must be in good standing.
- Families who need a Same Day Drop-Ins, for safety reasons, **MUST** inform the school Office and/or their child's Classroom Teacher prior to the end of the school day and you **MUST** notify the Innovation Learning On-Site Staff.
- There will be an additional \$5.00 Same Day Drop-In fee for students being added on the same day. Same day fees are paid at the time of scheduling.
- **No Discounts** will apply on **same day Drop-ins**. Please schedule by the end of business, the day prior.



Early Dismissal and Full Day Programs (One-Time Activities):

We offer care for Early Dismissals and Full Day Programs. (Days and locations offered may vary; communication will be sent throughout the school year from your Area Director)

Important Conditions for Early Dismissal

- For schools that have a regular weekly Early Dismissal for the entire school year, this specific day is included in the 2-Day to 5-day PM Monthly rate. If you only need the Early Dismissal Day, there is an Early Dismissal Only option with a monthly rate.
- For schools that have Early Dismissals occasionally throughout the school year, this will require additional scheduling for the day through your Parent Portal. Daily tuition will apply. This is not included in the Monthly tuition.
- If an Early Dismissal falls on a day other than your regular weekly Early Dismissal, this will require additional scheduling and is not included or covered in the monthly tuition. Daily tuition will apply for these days. This is not included in the Monthly tuition.
- If you sign up for care, but no longer need it, you must make a request through Customer Service for removal and credit **72 hours prior** to the Early Dismissal.

Important Conditions for Full Day Programs

- Full- Day programs are designed to help our families and community during school breaks such as teacher workdays, fall break, winter break, etc.
- Full-Day programs will require additional scheduling for the day through your Parent Portal One-time Activity section. Daily tuition will apply. This is not included in the Monthly tuition.
- Early sign-ups are encouraged to ensure the success of our community support.
- If you sign up for care, but no longer need it, you must make a request through Customer Service for removal and credit **72 hours prior** to the Full Day.

Awarded Credits

Any cancellations or issues attributed to Innovation Learning are fully refundable. Issues outside of Innovation Learning's control, including child illness, weather-related issues, building issues, or school-related circumstances, will be eligible for credit if they fall under the guidelines contained within this document.

All credits awarded to a family's account must be used before July 1 of the year the credit is received. If the credit is not used before this time, the family may request in writing (via email) to receive a refund back to their payment method.

There will be a 10% processing fee for any refunds (to cover the payment and refund credit card transactions).