

Frequently Asked Questions

- **How do I change my contract?**

To change a contract you will need to fill out a brand new contract form, circling the new package and days. This form needs to be turned in to the front desk and changes must be made two weeks in advance of the change.

- **How many times can I change my contract?**

The first two changes made to your contract are free with no questions asked. The third time a change occurs, one of the following will take place:

- 1.) If the third contract change is necessary, due to modifications in either parent/guardian's work schedule, a note from an employer (on letterhead) must be submitted with the new contract.
No fee will be charged.
- 2.) A \$25 dollar contract change fee will be charged to your account. This fee will occur for every contract change beginning with the third change.

- **Can I substitute different days of the week in my contract?**

No! For example, if you have signed up to come on Tuesday, Wednesday, and Friday of each week and you didn't need child care on Friday (contractually), but do need it on Monday (not in contract), you will be charged for the days on your contract in addition to a one day fee. You will need to give prior notice and receive approval for non-contractual days.

[Ex: 2-3 day fee-\$28 + 1 day fee \$10=\$38]

- **What happens if my child is sick, do I still get charged?**

Yes! You will be charged for any days you have selected in your contract REGARDLESS of the reason the child does not attend. These charges will continue unless a new contract is signed or your old contract is terminated.

- **If I have more than one child in the program, can I put them on the same contract?**

No! You must sign a separate contract for each child in the program. If your family has a different schedule for your 1st grader and your 5th grader, separate contracts make it easier to understand the childcare needs of each child.

- **What about Spring Break, Winter Break, and other Scheduled School Days Off?**

Spring Break, Winter Break, and any other School Scheduled days off (half or full days) are considered the Schools Out Camp Program. This means that a separate contract will need to be filled out for those weeks/days. These ARE NOT CHANGES to your Childcare Contract. A School's Out Camp Contract will be sent out in parent communication mailboxes and will be available on the childcare parent table prior to the scheduled days off.

- **Do I have to pay when I go on vacation for Spring Break or Winter Break?**
No! You will not be charged for any scheduled days off from school unless you have signed up for School's Out Camp.
- **What is the School's Out Camp Program?**
The School's Out Camp Program is a program that occurs any time Southwest Allen County Schools or St. Elizabeth/St. Joe have days scheduled off (based on 2008-09 school calendars). You must sign up for these days on our School's Out Camp Contract. If you sign up for these days you will be charged for them REGARDLESS of attendance. The camp runs from 5:30am-6:00pm. You must be signed up and pay for School's Out Camp by the Wednesday prior to the week of attendance.
Cost: Full Day/ \$25 Half Day/ \$15
- **What about delays and cancellations?**
If you are registered with the School Aged Childcare at the YMCA, your child(ren) may come. These are days that cannot be predicted, therefore, you **DO NOT NEED** to sign up your child(ren). If school gets cancelled the night prior to attendance, please provide a sack lunch. Lunches will be provided for those who **DO NOT** have one for a minimal charge.
- **What will I be charged for delays and cancellations?**
If you are currently signed up on a weekly contract (both member and non-member) and the delay falls on a scheduled contract day, there will be an additional \$3 fee. If the delay falls on a non-scheduled contract day, you will be charged for an additional day along with the \$3 delay fee. If you are only signed up for delays/ cancellations, a delay day is \$14.50. Cancellations are \$25.00 a day for all participants.