



LifeSpan

Day Care You Can Trust For Children.

Billing Policies & Procedures

Registration fees:

- Registrations fees are non-refundable. You will be charged \$75 for 1 child; \$100 for 2 children and \$125 for 3 or more children at enrollment time.
- A security deposit is due for all enrollments prior to their start date.
 - The security deposit amount is equal to two week's tuition, based on your child's schedule. If your schedule increases in days, you will need to add to your original deposit. Families approved for CCIS subsidy/Title XX from Child Care Works will be required to pay one's weeks co-pay as their security deposit. You will also be responsible for paying the first week's tuition with your security deposit.
 - Your deposit will be refunded or used for your child's last week of care at Lifespan, unless it is needed in the event your tuition is not paid.
- Upon enrollment, each family will receive a fee agreement. Fee agreements will be updated every 6 months according to DHS regulations. Drop ins will pay a minimum \$50 deposit.

Payments:

- Payments are due weekly on Mondays prior to care being provided. If payment is not made or a schedule organized with LifeSpan's billing office is not created, suspension will be required until full payment is made.
 - You will be billed your weekly amount on Mondays as per your fee agreement. Any additional days outside of your contract will be billed at the drop in rate. Payment is expected for all days contracted regardless of attendance or absence due to illness, vacation, holiday or weather conditions.
- Payments are securely processed electronically through Tuition Express. We strongly recommend that all families use Tuition Express as their payment method in order to participate in any LifeSpan programs.
- Tuition Express offers two methods of payment:
 1. Weekly or monthly withdrawal from a checking or savings account
 2. Weekly or monthly withdrawal to a debit or credit card.
 3. Online payments are available – you will need a code from the Procure portal.

- Cash, checks and credit cards (Visa, Mastercard and Discover) are accepted as weekly/monthly forms of payment. Checks can be made out to LifeSpan. All forms of payment are accepted at the front desk and credit cards can be phoned in to the corporate office at 215-529-6229. If multiple transactions fail, you will be asked to pay in cash.
- A 2% discount will be applied to monthly pre-paid tuition.

Family Referral Incentive:

- One \$25 referral credit will be applied to your account for referring a family after the child has been with LifeSpan for 90 days.

Schedule Options:

- Full time: A signed agreement between the parent and center when scheduling 4-5 days per week regardless of absenteeism, holiday or vacation.
- Part time: A signed agreement between the parent and center when scheduling 2 or 3 specific days per week regardless of absenteeism, holiday or vacation.
- Drop-in: 24-hour notice of drop in care is needed and only available on a first come first served basis and by approval from the Director or Family Coordinators based on available space. Drop in rates will be charged accordingly. Payment is due at time of service. If your child is scheduled for one day a week you will be charged the drop in rate.

Schedule Changes:

- You must contact the Family Coordinator to request a schedule change and update your fee agreement at that time. Any changes to your child's schedule must remain in effect for a minimum of 1 month, or at the discretion of the Director.

Holidays:

- LifeSpan will be closed on the following six holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day. In the event the holiday falls on a weekend, LifeSpan will close either on Friday before or Monday after the holiday. Payment is expected for scheduled days regardless of holiday closings.

Late fees:

- Late fees of \$1.00 per minute will be applied for any children who are in attendance after 6:00 p.m. However excessive late pick ups is not acceptable.
- Effective January 2017, a \$10 late fee will be assessed to an account for past due balances older than 14 days.

- Any payments that are returned due to insufficient funds will be charge a \$25.00 NSF fee. Payment for the missed week's tuition, the NSF fee and the following week's tuition will be automatically withdrawn the following week if using TE.
- If payments are missed, parents will be notified by email, phone messages and a note will be left on the check-in kiosk. If it is not resolved by Wednesday of that week, the child will not be permitted to attend child care until payment is received.

Leave of Absence:

- A leave of absence will be granted for 4 or more consecutive weeks by notifying the Family Coordinator in advance by written letter. Children will remain active for 6 mos. from the leave date. After 6 mos. a registration fee will be charged for re-enrollment.
- Vacation: Lifespan will waive your weekly tuition fee for one week per fiscal year (7/1-6/30) equivalent to your regular weekly schedule up to 5 days. Two weeks notice must be provided in writing to our billing manager Cheryl Tyahla.

Withdrawal:

- Please provide two weeks written notice of withdrawal to the Family Coordinator or Director.

Special Programs:

- Pre K Counts program (Quakertown site only): Eligible families must be approved via a separate application process. PKC are funded by the state and have a separate schedule and rates for additional care not covered within the full day space your child is scheduled. If you need care beyond the PKC hours, you will be charged at a rate of \$27 per day or \$53 per day for full day. This must be scheduled in advance with the Director.
- Cutie's Care -Diapers and Wipes program is offered at a cost for \$2 per day. This is included in your regular tuition for all families. Exceptions are made for families with CCIS subsidy. They can choose to provide their own diapers and wipes or utilize our program. If you run out of diapers, we will supplement and a \$2 charge/day will be billed to your account.

Financial Assistance:

- LifeSpan accepts subsidized child care through the Child Care Works and the Dept. of Human Services as well as through Child Care Aware(military discounts).
- CCIS/ Title XX/ Child Care Works subsidy programs- All parents must keep your accounts in good standing and remain current. According to your CCIS contract, we must report delinquent account issues (1 week delinquent) to the county CCIS office and you

will risk jeopardizing your funding. We are an approved provider for Military families through the Child Care Aware program. All parents are responsible for full tuition payment until you are approved for CCW.

Billing Inquiries should be made to our billing managers and they will be happy to assist you with questions regarding your account. For your convenience, payments are collected at each site as well as credit/debit card payments can be made directly with the Billing Managers.

Cheryl Tyahla 215-529-6229 ctyahla@lq.org

Please keep this memo handy for your reference.

Thank you.



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I have received, read and understand the billing policies and procedures as outlined in the attached document for my family's participation in LifeSpan programs.

Family Name _____

Signature _____ Date _____

Please provide an updated email address for program communications, newsletters and notifications and special announcements.

Email: _____

Email: _____

Please return to the front office with your completed enrollment packet.

