

Childcare Program Fees and Closures

1. Purpose

The purpose of this policy is to establish clear and consistent guidelines regarding childcare program fees, attendance expectations, and procedures in the event of holidays, school closures, or unforeseen Centre closures. This ensures transparency for families and supports the operational stability of the Prospect Road Community Centre's childcare programs.

2. Policy Statement

Families enrolled in childcare programs at the Prospect Road Community Centre are **paying for their child's space in the program**, not for specific days of attendance. Program fees secure a child's placement and ensure that staffing, resources, and program quality remain consistent, regardless of individual attendance patterns or program interruptions.

3. Fee Structure

- **Full-Time Registrations (Monday to Friday):**
Full-time program fees are **prorated** to account for recognized holidays and school PD Days. Monthly rates reflect an averaged cost over the program year and remain consistent each month.
- **Part-Time Registrations:**
Families registered for part-time care are responsible for full monthly payments regardless of whether a selected day coincides with a holiday or school closure. For example, if a part-time child attends on Mondays, which frequently include holidays, the monthly fee remains the same.
- **Alternate Programs (e.g., PD Day Camps):**
Regular childcare fees do not transfer to alternate programs. If a scheduled part-time childcare day falls on a PD Day, that day's regular fee does not apply to the PD Day Camp.

4. Unforeseen Closures

At times, the Centre or childcare program may be required to close unexpectedly due to **severe weather, facility maintenance issues, health and safety concerns, or other unforeseen circumstances.**

- In the event of a **single-day or short-term closure (1–2 days)**, no refund or credit will be issued.
- If the Centre or childcare program is closed for **three (3) or more consecutive days**, families will receive a **credit toward the following month's fees or a partial refund** for each additional day beyond the second day of closure.

5. Responsibility and Communication

The Prospect Road Community Centre will communicate closures or program cancellations to families as soon as possible through established communication channels (e.g., email, social media, or voicemail updates).

Families are responsible for maintaining awareness of closures and understanding that fees are based on program enrollment rather than attendance.

6. Review and Revisions

This policy will be reviewed annually by the Resource Opportunities Centre Board of Directors and management team to ensure alignment with operational needs and community standards.