

Payment Policies

Monthly Payment Plan

Full payment must be received by the 1st of each month. If paying using post-dated cheques, cheques must be submitted six months at a time.

Semi-monthly Payment Plan:

Two payments may be made: One payment on the 1st, and the second payment on the 15th of the month, each representing one half of the monthly fees owing.

Payments made through E-transfer

Please use this template when sending Compass Childcare any daycare payments. In the message portion of your E-Transfer, please ensure you enter the following information:

- Child's First and Last name
- Month that the payment is for
- Location child attends
- If splitting payments for the month, please state "Payment 1/2 for (month)" "Payment 2/2 for (month)"
- Any other information, e.g.: "Drop in day for (Child's First and Last name)"
- If the E-Transfer is for a deposit on a spot at a later start date, please indicate the child's first and last name, and the start month for the child. "Deposit for (xxxxx) starting September 2019"

Payments and Subsidy

Parent(s)/guardian(s) are responsible for full payment of monthly daycare fees.

Subsidy Section 1

If the parent(s)/guardian(s) are eligible for Daycare Subsidy (ACCB) provided by the Province, the parent(s)/guardian(s) are responsible for full daycare fee payments while your subsidy is processed by the Province. If the parent(s)/guardian(s) are eligible for subsidy, the Province may cover the daycare fees only partially, and the parent(s)/guardian(s) will have to pay the difference from what Subsidy covers, also known as the "Parent Portion"

If your subsidy coverage is back-dated by the Province, and you have paid the full daycare fee for the back-dated month(s), Compass Childcare will reimburse you the difference paid, or you may discuss with Compass Childcare on alternate methods. For example, if you are owed 3 months back pay from Compass Childcare, you may discuss whether to receive the full dollar amount back or use the refund as your Parent Portion payments. If your refund is \$1,500.00, and your Parent Portion is \$500.00 a month, you could not pay your Parent Portion for 3 months. Once this has been fulfilled, you would be responsible for returning to pay your monthly Parent Portion.

Subsidy Section 2

If the Province cancels the parent(s)/guardian(s) subsidy coverage for any reason, the parent(s)/guardian(s) are responsible for paying the full monthly fee until the new subsidy coverage has been re-established.

If/when the parent(s)/guardian(s) get re-subsidized, and the Province back dates any coverage periods, the process in Section 1 would apply. The parent(s)/guardian(s) are to notify Compass Childcare immediately if coverage is cancelled, or vice-versa, depending on whomever receives



cancellation notification first, so the parent(s)/guardian(s) can quickly start the re-application process.

If the parent(s)/guardian(s) subsidy has expired, they are responsible for paying the full monthly fee until the subsidy is renewed. Again, once renewed and if the subsidy is back-dated, the process in Section 1 would apply.

It is the responsibility of the parent(s)/guardian(s) to know when their subsidy coverage will end and should start preparations with the ACCB Service Center about a month in advance to apply for coverage renewal, to ensure that coverage does not expire.

Dishonoured Payments and Cheques

A \$30 service charge will be levied on all dishonoured cheques (e.g., NSF, funds not cleared, etc.) and must be paid with the dishonoured payment within one week of the date on the notice in order to maintain your child care space.

After a 2nd dishonoured cheque within a 12-month period, the account holder will be required to make cash/eTransfer payments for a 6-month period. A service charge of \$30 will be invoiced separately and is payable by cash, certified cheque or money order. If the re-presented payment is also dishonoured, an additional \$30 service charge will be invoiced and further collection efforts will commence. These service charges will be adjusted, from time to time, as bank charges change. Families will be given 30 days' notice of this change.

Late Pickup Fees

Each center has a late fee of \$1.00 per minute after pick-up cut off at 500pm. Please note that the educator is not paid by Compass Child Care to stay past the end of her/his shift, therefore the late fee is paid directly to the staff member who is required to stay with your child. The parent/guardian will be invoiced upon pick up; receipts are not issued for late fees.

