

Pluto Day Care

Financial Agreement



This Financial Agreement forms part of the Parent Agreement and applies throughout your child's enrollment at Pluto Day Care.

1. Monthly Fees and Payment Deadline

The current **Fee Schedule** forms part of this Financial Agreement and outlines all applicable tuition fees, deposits, and other charges. Parents/guardians acknowledge that they have received the current Fee Schedule and understand that fees may be amended from time to time. Pluto Day Care will provide written notice of any fee changes before they take effect.

Full payment must be received by Pluto Day Care no later than **6:00 p.m. on the first calendar day of each month**. This deadline applies even when the first calendar day falls on a weekend, statutory holiday, Professional Development Day, winter closure, other scheduled Centre closure, or when the child is absent from care. Payments are **not deferred** to the next business day when the Centre is closed.

2. Payment Methods

Fees must be paid in accordance with the current Fee Schedule. Accepted methods of payment and payment instructions are outlined on the Fee Schedule.

3. Additional Fees

The following fees may apply and are payable within five (5) business days of notification, unless otherwise stated.

Fee	Terms
Late Payment Fee	Overdue accounts are charged \$10.00 per calendar day. The first \$10.00 charge applies immediately after the 6:00 p.m. deadline on the due date. A further \$10.00 is charged for each calendar day the balance remains unpaid. Late fees continue during weekends, statutory holidays, Professional Development Days, winter closure, and other Centre closures. Payments made after 6:00 p.m. or while the Centre is closed are considered received and applied to the account on the next business day.
Late Pick-Up Fee	Children and parents/guardians must have exited the Centre by 6:00 p.m. A fee of \$25.00 applies at 6:01 p.m., plus \$2.00 for every additional minute until the child and parent/guardian have exited the Centre.
Lost or Additional Entry Fobs	\$25.00 for each lost, damaged, or unreturned entry fob, and for each additional fob requested by a family.

Late-Payment Examples

These examples assume monthly fees are due by 6:00 p.m. on Friday, May 1, and the next regular business day is Monday, May 4.

Payment timing	Payment applied	Late-fee days	Total late fee
By 6:00 p.m. Friday, May 1	Friday, May 1	None	\$0.00
After 6:00 p.m. Friday, May 1	Monday, May 4	May 1, 2, and 3	\$30.00
Any time Saturday, May 2 or Sunday, May 3	Monday, May 4	May 1, 2, and 3	\$30.00
After 6:00 p.m. Friday, with Monday closed	Tuesday, May 5	May 1, 2, 3, and 4	\$40.00

4. Outstanding Balances

All unpaid fees, late charges, deposits, and other amounts remain payable if care is withdrawn, suspended, or terminated.

5. Registration Deposits

A \$200.00 child care deposit is required at enrollment. It is applied to the final month's fees when at least thirty (30) calendar days' written notice of withdrawal is provided. If the required notice is not provided, the deposit is forfeited. Fees are not prorated or refunded for unused days during the notice period. A separate \$50.00 deposit covers two entry fobs (\$25.00 each) and is refunded when both fobs are returned in good condition.

6. Region of Waterloo Fee Subsidy

Written subsidy confirmation must be received at least two (2) weeks before the scheduled start date. If it is not received by that deadline, the family must pay the \$200.00 child care deposit and all applicable charges before care begins. If full subsidy is later approved, the deposit will be refunded. If partial subsidy is approved, the deposit will be credited toward the required parent contribution. Subsidized families receive a door access code and do not pay the \$50.00 fob deposit unless fobs are requested or issued.

7. Secure Centre Access: Entry Fobs and Access Codes

Families receiving Region of Waterloo child care fee subsidy are provided with one personalized door access code per family. The code will be the last four digits of Parent/Guardian 1's telephone number, as listed on the child's Enrollment and Emergency Forms.

Families who begin care before subsidy approval must pay the applicable entry fob deposit. If subsidy is later approved, the family may either:

- Return the fobs in good condition and receive a refund of the fob deposit; or
- Keep the fobs until the child is withdrawn from care, at which time the deposit will be refunded once all fobs are returned in good condition.

Families who receive subsidy from the beginning of enrollment may choose to use the free access code or may request entry fobs. Entry fobs are optional for subsidized families; however, the applicable deposit must be paid before any fob is issued.

Only one access code is permitted per family. Access codes and entry fobs must not be shared with unauthorized individuals. Lost, damaged, additional, or unreturned fobs are subject to the fees outlined in the current Fee Schedule.

8. Offered Start Date

The start date provided by the Centre Supervisor is the date offered, and fees begin on that date. A different date may be approved only in very rare circumstances and at the sole discretion of the Centre Supervisor. If the offered start week includes a fee-payable statutory or civic holiday, the closure date remains payable.

9. Starting Before Subsidy Approval

Families beginning care before subsidy approval are responsible for all fees, deposits, and other charges. If retroactive subsidy is later approved, Pluto Day Care will issue a refund or account credit, as applicable.

10. Attendance and Holding a Space

Children must physically attend at least once every eight consecutive weeks. Four consecutive weeks of absence without parent/guardian communication will be treated as abandonment and result in automatic withdrawal. A medically supported absence beyond eight weeks may be approved with documentation from a Canadian physician or nurse practitioner. All regular fees remain payable during every absence because payment is required to hold the space. Fees paid during any absence are non-refundable, even if the absence results in withdrawal or termination of care.

11. Fees During Absences and Closures

Fees remain payable for all scheduled days, whether or not the child attends. This includes statutory holidays and scheduled closures, except Regionally appointed Professional Development Days. Fees also remain payable during emergency closures, severe weather, utility interruptions, public health emergencies, staffing shortages, or other circumstances beyond Pluto Day Care's reasonable control.

12. Scheduled Centre Closures

The Centre is closed on New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, the August Civic Holiday, Labour Day, Thanksgiving, Regionally appointed Professional Development Days, and approximately one week during the Christmas/New Year holiday period. Regional Professional Development Days are the only listed closure days for which fees are not charged.

13. Non-Payment, Refusal of Care, and Automatic Withdrawal

If the full monthly balance, including late fees, has not been received by 6:00 p.m. on the second calendar day of the month, the child will not be admitted to care beginning on the next scheduled attendance day. Care remains unavailable until the account is paid in full and processed. Late fees continue to accrue. If the account remains unpaid at 6:00 p.m. on the eighth calendar day, the child will be automatically withdrawn. All outstanding amounts remain payable. A child withdrawn for non-payment may not enroll at another Pluto Day Care location.

14. Withdrawal by Parent/Guardian

At least thirty (30) calendar days' written notice is required, and fees remain payable throughout the notice period. The required **Withdrawal Form** is available from the Centre office or the Parent Resources page of our website. Email or verbal notice may be provided, but **official notice is not considered received until the completed and signed form is returned to the office**. Forms submitted after business hours or while the Centre is closed are considered received on the next business day.

15. Site Placement and Transfers

Enrollment is specific to the Pluto Day Care location where the space was accepted. Transfers between Pluto Day Care locations are not permitted. Withdrawal or termination from one location does not create eligibility to enroll at another Pluto Day Care location.
