

Pluto Day Care

Parent Agreement for Initial Enrollment



Terms of Enrollment

These Terms of Enrollment form part of the Parent Agreement and apply throughout your child's enrollment at Pluto Day Care.

Please read this document carefully before signing. Initial each highlighted section as you review it. Your initials confirm that you have read each section. At the end of this package, you will be asked to sign the Parent Handbook Acknowledgement, confirming that you have had access to the Parent Handbook, have reviewed it, understand its contents, and agree to comply with the policies and procedures of Pluto Day Care.

(Child's Full Name)

Fees & Payment

Monthly fees 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 date falls on a weekend, a statutory holiday, a Professional Development Day, a winter closure, another Centre closure, or when the child is absent.

Overdue accounts are charged \$10.00 per calendar day beginning immediately after the 6:00 p.m. deadline. Children will not be admitted to care if all fees and late charges have not been paid by 6:00 p.m. on the second calendar day of the month. If the account remains unpaid at 6:00 p.m. on the eighth calendar day, the child will be automatically withdrawn.

Accepted payment methods are e-transfer and cash. Full details are provided in the Financial Agreement included in this document and in the current Fee Schedule.

Initials: _____

Subsidized Care

Written confirmation of Region of Waterloo child care fee subsidy must be received at least two (2) weeks before the child's scheduled start date. If confirmation is not received by that deadline, the family must pay the \$200.00 child care deposit and all applicable fees before care begins.

If subsidy is later approved retroactively, the \$200.00 deposit will be refunded where full subsidy applies or credited toward the family's required parent contribution where partial subsidy applies. Subsidized families receive a door access code and are not required to pay the \$50.00 fob deposit unless fobs are requested or issued.

Initials: _____

Offered Start Date

The start date provided by the Centre Supervisor is the date offered for the child care space, and fees begin on that date. A different start 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, that closure date remains payable even when the child's first physical day of attendance is the next day the Centre is open.

Initials: _____

Centre Placement and Transfers

Enrollment applies only to the Pluto Day Care location where the child accepted a space. 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.

Initials: _____

Withdrawal From Care

Parents/guardians wishing to withdraw their child from care must provide a minimum of thirty (30) calendar days' written notice by submitting a completed **Withdrawal Form**, available from the Centre office or the Parent Resources page of our website. Verbal notice or an email to the Centre does not constitute official notice of withdrawal. The notice period begins only when the completed Withdrawal Form has been received by the Centre. Fees remain payable throughout the notice period regardless of attendance.

Notice is considered effective **only when the completed Withdrawal Form is received during regular Centre business hours** (Monday to Friday, 7:00 a.m. to 6:00 p.m.). Forms received after business hours, on weekends, statutory holidays, or during any Centre closure will be deemed received on the next business day.

Initials: _____

Maintaining Enrollment

Children must physically attend the program at least once every eight (8) consecutive weeks. A child will be automatically withdrawn if they do not physically attend for eight consecutive weeks, or if they are absent for four consecutive weeks without communication from a parent/guardian.

A medical note from a Canadian physician or nurse practitioner may support approval for an absence beyond eight weeks. The note must state the recommended period of absence and be provided before the attendance deadline. All regular fees remain payable during every absence, including medically supported absences, because payment is required to hold the child care space. Fees paid during any absence are non-refundable.

Initials: _____

Attendance & Drop-Off

To ensure children can fully participate in our daily program, all must arrive by 9:30 a.m. If your child will arrive after 9:30 a.m., parents/guardians must notify the centre in advance. Approval of late arrivals is at the discretion of the Centre Supervisor or designate.

Examples of acceptable late arrivals include:

- Medical appointments
- Dental appointments
- Family emergencies
- Therapy appointments
- Vehicle emergencies

Examples of reasons that generally will not be approved:

- Oversleeping
- Running errands
- Non-essential appointments

Children arriving after 9:30 a.m. without prior notice may be refused admission for the day. Repeated late arrivals may result in written warnings and may affect continued enrollment.

These arrival and return times help minimize disruptions to classroom routines and educational programming while ensuring children have meaningful opportunities to participate in the daily program.

Initials: _____

Pick-Up

Children must be picked up and out of the building by **6:00 p.m.** Late pick-up fees will apply as follows:

- \$25.00 will be applied at 6:01 p.m.,
- plus \$2.00 per minute thereafter until the child and parent/guardian have exited the Centre.

Parents/guardians acknowledge that Pluto Day Care applies its Late Pick-Up Policy consistently to all families. **Notification of a delay does not waive applicable late fees or corrective action.**

Late pick-ups will result in corrective action, including written warnings initially. Repeated late pick-ups could result in further actions, including meetings with management, suspension, or termination of care, in accordance with the Parent Handbook and Terms of Enrollment.

Initials: _____

Appointments During the Day

To minimize disruptions to children's routines and programming:

- Children attending an appointment must arrive at the centre by 11:00 a.m.
- Children leaving the centre for a daytime appointment must attend the program before their appointment and return by 2:00 p.m.

Initials: _____

Scheduled Centre Closures

Fees remain payable by their due date for all closures below, and for any other scheduled or unexpected closure days.

Pluto Day Care will be closed on the following dates:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Any Regionally Appointed Professional Development (PD) Days*
- Approximately one week during the Christmas/New Year's holiday period**

**Fees not paid for Regionally appointed PD Days.*

***Specific Christmas/New Year's closure dates will be communicated to families annually.*

Initials: _____

Emergency Closures

Pluto Day Care reserves the right to close due to circumstances beyond its control, including but not limited to:

- Severe weather
- Power outages
- Flooding
- Fire
- Public health emergencies
- Staffing shortages
- Government directives

Families will be notified as soon as reasonably possible via email or phone of any emergency closure.

Initials: _____

Snow Day Closures

During severe winter weather, Pluto Day Care will generally follow the closure decisions of the local school board.

- If school buses are cancelled but schools remain open, Pluto Day Care will remain open unless families are notified otherwise.
- If schools are closed completely due to weather conditions, Pluto Day Care will also be closed.

We will make every reasonable effort to notify families by email as early as possible on the morning of a weather-related closure. Closure information will also be posted on our Facebook page, **Pluto Day Care - Kitchener/Waterloo**, whenever possible.

If you are unsure whether the Centre is open, you may call or email your location any time after **6:30 a.m.** If the telephone is not answered and no staff are on site, the Centre is likely closed; however, families should continue to check their email and our Facebook page for confirmation.

Initials: _____

Arrival Responsibility & Absence Reporting

Parents/guardians are responsible for personally handing their child over to a staff member upon arrival. Responsibility for the child remains with the parent/guardian until the child has been received by a staff member and signed into the program.

If a child will be absent on a scheduled day, parents/guardians must notify the Centre by 9:00 a.m. If no notification is received, Pluto Day Care will follow its Safe Arrival and Dismissal Policy by making reasonable efforts to contact the parent/guardian beginning at approximately 9:30 a.m. to confirm the child's absence. Repeated unexplained absences may result in a review of the child's continued enrollment.

Initials: _____

Parent Availability During the Day

Parents/guardians must remain available by telephone while their child is attending Pluto Day Care.

It is the responsibility of parents/guardians to:

- Ensure all telephone numbers remain current.
- Notify the Centre immediately if contact information changes.
- Ensure emergency contacts are aware they may be contacted.
- Answer or return calls from the Centre as soon as possible.

If a child becomes ill, injured, or otherwise requires immediate pick-up, parents/guardians are expected to arrange for their child to be collected within 60 minutes, unless otherwise directed by the Centre Supervisor.

Initials: _____

Authorized Pick-Up Persons

Parents/guardians must notify the Centre in advance if someone else will be picking up their child. Authorized individuals must be listed in writing and provide valid photo identification before the child is released.

Pluto Day Care prefers authorized pick-up persons to be legal adults. In limited circumstances, a parent/guardian may complete an Underage Pick-Up Waiver for an authorized person who is at least 16 years old. The person must present current, valid Canadian government-issued photo identification, such as a driver's licence or passport. Health cards are not accepted as identification. Pluto Day Care may refuse release where identification cannot be confirmed, or staff have concerns about the person's ability to safely assume responsibility for the child.

Initials: _____

Security & Entry Credentials

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.

Initials: _____

Legal Custody Arrangements

Where legal custody, decision-making responsibility, parenting time, or access arrangements exist, parents/guardians must provide the Centre Supervisor with copies of all relevant, up-to-date legal documentation. Please note that unless Pluto Day Care has received official court orders or other legally enforceable documentation, we are not permitted to withhold a child from a parent or legal guardian, or restrict their access to the child. Parents/guardians are responsible for notifying the centre immediately of any changes to legal custody or access arrangements and for providing updated documentation as applicable.

Initials: _____

Emergency Contact Information

Parents/guardians are responsible for ensuring all contact information remains current. This includes:

- | | |
|-----------------|------------------|
| • Home address | ail addresses |
| • Phone numbers | ergency contacts |

Pluto Day Care shall not be responsible for consequences resulting from outdated or inaccurate information provided by parents/guardians.

Initials: _____

Personal Belongings

Pluto Day Care is not responsible for lost, damaged, or stolen personal belongings. All clothing, footwear, and other personal items brought to the Centre should be clearly labelled with the child's name.

To help prevent items from becoming lost, damaged, or causing unnecessary distractions, toys and other non-essential personal items from home should not be brought to the Centre unless specifically requested by the child's educator or the Centre Supervisor. Exceptions may include classroom activities, themed days, Show & Share, or approved comfort items used during rest time.

Initials: _____

Food & Allergy Restrictions

Outside food requires advance approval from the Centre Supervisor and is generally limited to infant feeding needs, diagnosed medical or special needs, or severe/multiple food allergies. Approved food must include a complete ingredient list and follow all Centre food and allergy restrictions.

Celebration treats for children must be store-bought, in their original packaging, labelled school-safe, and include a complete ingredient list. Products from donut shops are not permitted due to cross-contamination risks.

Treats intended only for staff are exempt from these requirements but should identify whether they contain nuts whenever possible. Staff treats must be given directly to the office for placement in the staffroom.

Initials: _____

Illness Exclusion Policy

To protect the health and safety of all children and staff, Pluto Day Care follows Region of Waterloo Public Health guidelines. Children must remain home when experiencing the following symptoms of illness.

Fever

A fever is defined as: 38°C (100.4°F) or higher.

Children sent home with a fever will be excluded:

The day symptoms occur, the following day, and

Until they have been fever-free for at least 24 hours without fever-reducing medication.

Enteric Illnesses (Vomiting & Diarrhea)

To help prevent the spread of gastrointestinal illness within the centre

A child must be sent home if they experience:

Two (2) or more episodes of diarrhea, or

Two (2) or more episodes of vomiting, or

One (1) episode of vomiting and one (1) episode of diarrhea.

Children sent home with enteric symptoms will be excluded:

The day symptoms occur, a minimum of 2 days after the exclusion day, and

Until they have been symptom-free for at least 48 hours after their last episode of vomiting or diarrhea.

Please Note:

The 48-hour exclusion period restarts after every new episode of vomiting or diarrhea.

If a child experiences additional episodes after returning home, the exclusion period begins again from the most recent episode.

Initials: _____

Other Illnesses

Pluto Day Care reserves the right to exclude any child who shows signs or symptoms of a contagious illness, is suspected of having an illness that may spread to others, or is not well enough to safely participate in the daily program, including outdoor play. This decision may be made even if a diagnosis has not yet been confirmed or the illness is not specifically addressed by Public Health guidance.

To help protect the health and safety of everyone in the centre, Pluto Day Care may require:

- A child to remain at home until they have been symptom-free for a specified period of time;
- A physician's note confirming the child is fit to return; and/or
- Compliance with any additional exclusion or return-to-care requirements established by Public Health or by the Centre Supervisor.

The Centre Supervisor's decision regarding a child's ability to attend is final.

Initials: _____

Medical Emergencies

If a medical emergency occurs, Pluto Day Care will seek emergency medical assistance if a parent/guardian or emergency contact cannot be reached. Any costs associated with emergency treatment or transportation are the responsibility of the parent/guardian.

Initials: _____

Parent Communication Regarding Illness

Parents/guardians must provide specific symptoms when reporting illness-related absences, such as fever, vomiting, diarrhea, a persistent cough, or poor sleep. General statements such as "sick" or "not feeling well" may result in the standard exclusion period being applied until more information is provided.

Important: Children may not attend while symptoms are being masked by medication. Pluto Day Care may refuse admission to any child who appears unwell, and false or misleading information about a child's illness may result in suspension or termination of care.

Initials: _____

Prescription Medication

Prescription medication may be administered only with written parent/guardian authorization and must be provided in its original pharmacy-labelled container that shows the child's name, medication, prescribing physician or nurse practitioner, dosage, and administration instructions.

Medication is administered by trained staff in accordance with applicable legislation and Public Health requirements. A second staff member verifies that the correct child, medication, dosage, time, and method of administration are correct before both staff members complete the Medication Administration Record.

Parents/guardians are responsible for ensuring medications remain clearly labelled, unexpired, and up to date, and for notifying the Centre of any changes to their child's medication or treatment plan.

Initials: _____

Medical Plans

Some children require an Individualized Medical Management Plan to support their health and safety while attending Pluto Day Care. Plans are developed collaboratively with parents/guardians based on recommendations from the child's physician or nurse practitioner. Common examples include, but are not limited to:

- Anaphylaxis (severe allergies)
- Seizure disorders
- Diabetes
- Other medical conditions requiring specialized care or emergency intervention

Parents/guardians must provide medical documentation outlining the child's diagnosis, symptoms, recommended treatment, emergency procedures, and any required medications.

Medical Management Plans are reviewed at least annually and updated whenever the child's medical condition, medication, treatment recommendations, or emergency procedures change.

Initials: _____

Non-Prescription Medication

Pluto Day Care does not routinely administer non-prescription (over-the-counter) medications.

In limited circumstances, non-prescription medication may be administered as part of an approved Individualized Medical Plan based on the recommendations of the child's physician or nurse practitioner. Examples include:

Fever-reducing medication (e.g., Tylenol®, Advil®) for children at risk of febrile seizures. A written recommendation from the child's physician or nurse practitioner and an approved Medical Management Plan are required.

Allergy medication (e.g., Benadryl®) included as part of a child's current Anaphylaxis Plan. A separate physician's note is not required.

The Centre may request updated medical documentation whenever necessary to ensure the safe administration of medication.

Initials: _____

Emergency Medication

Children requiring emergency medication (such as an EpiPen®, asthma inhaler, seizure medication, or other prescribed emergency medication) must have a current, non-expired medication available at the Centre at all times.

Where applicable, an individualized Medical Management Plan or Anaphylaxis Plan will be developed in collaboration with the parent/guardian and must be kept current.

Parents/guardians are responsible for:

- Providing all required emergency medications before their child's first day of attendance.
- Replacing medications before they expire.
- Notifying the Centre of any changes to their child's medical condition, treatment plan, or prescribed medication.

Children requiring emergency medication will not be permitted to attend the program until the required medication has been provided.

Initials: _____

Illness Outbreaks & Modified Exclusion Requirements

Pluto Day Care follows the guidance and directives of Region of Waterloo Public Health and any other applicable public health authorities regarding illness outbreaks within the centre.

In the event of a declared outbreak, suspected outbreak, or increased incidence of illness within the program, Pluto Day Care reserves the right to implement additional health and safety measures to help prevent the spread of illness and protect the well-being of children and staff.

These measures may include, but are not limited to:

- Modifying exclusion periods for specific illnesses or symptoms;
- Requiring exclusion after a single episode of vomiting or diarrhea;
- Requiring medical clearance prior to a child's return to care;
- Enhanced screening and monitoring procedures;
- Temporary restrictions on attendance for symptomatic children;
- Additional cleaning, sanitization, and infection prevention measures; and
- Any other requirements directed by Public Health authorities.

Parents/guardians are required to promptly inform the centre of any symptoms, diagnoses, communicable illnesses, or outbreaks within their household that may affect the health and safety of the child care environment.

- Failure to comply with outbreak-related requirements may result in a child's exclusion from care until all applicable public health and centre requirements are met.

Pluto Day Care reserves the right to modify illness exclusion requirements and return-to-care criteria at any time in response to public health recommendations, outbreak conditions, or concerns regarding the health and safety of children and staff.

Initials: _____

Child Behaviour & Safety Policy

All children, families, and staff have the right to a safe, respectful, and non-threatening environment.

Pluto Day Care will make reasonable efforts to support children experiencing behavioural, emotional, developmental, or social challenges. This may include observation, documentation, communication with families, implementation of behaviour support strategies, and referrals to outside professionals or community resources where appropriate.

However, where a child's behaviour poses a significant risk to the safety, well-being, or learning environment of other children, staff, or themselves, alternative arrangements or withdrawal of care may be necessary.

Examples of behaviours that may result in suspension or dismissal from the program if they are severe, persistent, or do not improve despite reasonable intervention efforts include, but are not limited to:

- Repeated biting resulting in injury to others
- Repeated hitting, kicking, punching, or aggressive physical behaviour
- Throwing objects with the intent to harm or that create a safety risk
- Bullying, intimidation, or targeted harassment of other children
- Persistent verbal aggression, threats, or abusive language
- Repeated attempts to run away from staff supervision or leave designated program areas
- Deliberately damaging daycare property or the property of others
- Behaviour that places the child, other children, or staff at risk of serious injury
- Persistent refusal to follow safety rules after consistent intervention and support
- Behaviour that significantly disrupts the program and prevents staff from safely supervising the group
- Any behaviour requiring staffing levels or supports beyond what Pluto Day Care can reasonably provide

Pluto Day Care will assess each situation individually and, where possible, work collaboratively with families and community supports before considering dismissal. However, the safety and well-being of all children and staff will remain the centre's primary consideration in all decisions regarding continued enrollment.

Initials: _____

Parent Code of Conduct

Parents/guardians and all persons associated with the family are expected to communicate and behave respectfully toward children, families, staff, students, volunteers and visitors. Harassment, discrimination, intimidation, threats, abusive language, violence, sexual harassment, filming or recording staff without consent, property damage, or entering the Centre while impaired will not be tolerated. Pluto Day Care may end a conversation, require an individual to leave the property, restrict their access where legally permitted, contact law enforcement and/or suspend or terminate enrollment where conduct compromises the safety, security, well-being or operation of the Centre.

Initials: _____

Our Expectations of Families

To help us provide the safest and highest quality care possible, we ask every family to:

- Keep emergency contact information current.
- Notify us of changes to custody arrangements.
- Read Centre emails and important notices.
- Arrive on time for drop-off and pick-up.
- Pick up sick children within 60 minutes.
- Keep emergency medications current.
- Supply required clothing and diapering supplies.
- Label all belongings.
- Report contagious illnesses promptly.
- Treat children, families, and staff with kindness and respect.
- Pay child care fees on time.
- Follow Centre policies and procedures.

Working together allows us to provide the best possible experience for every child.

Initials: _____

Grounds for Termination of Care

Pluto Day Care reserves the right to terminate services for reasons including but not limited to:

- Failure to pay all required fees and late charges within the timelines outlined in the Financial Agreement, including automatic withdrawal where an account remains unpaid at 6:00 p.m. on the eighth calendar day of the month.
- Repeated late fee payments (two or more).
- Repeated late pick-ups (two or more).
- Failure to comply with the Parent Handbook, Enrollment Agreement, or Centre policies and procedures.
- Failure to comply with illness exclusion policies or other health and safety requirements.
- Providing false, misleading, or incomplete information at enrollment or during a child's attendance.
- Failure to provide or maintain required emergency medication, emergency contact information, immunization records, or valid exemption documentation.
- Failure to disclose significant medical, developmental, behavioural, or support needs that may impact the child's care or the safety of others.
- Refusal to participate in recommended support planning or community services when reasonably required to support a child's successful participation in the program.
- Behaviour by a child that cannot be safely supported despite reasonable interventions, as outlined in the Behaviour & Safety section of the Parent Handbook.
- Chronic absenteeism without reasonable explanation or failure to physically attend the program for more than eight consecutive weeks.
- Intoxication or impairment while on Pluto Day Care property.
- Verbal abuse, harassment, discrimination, intimidation, threats, violence, sexual harassment, or other inappropriate conduct toward children, families, staff, volunteers, or visitors.
- Any conduct that compromises the safety, security, well-being, or operation of the centre.
- A significant breakdown in the working relationship between the family and Pluto Day Care, including circumstances where a respectful, cooperative, and productive partnership can no longer be maintained.
- Any other circumstance where Pluto Day Care determines that continued enrollment is no longer in the best interests of the child, other children, families, staff, or the operation of the program.

Initials: _____

Immediate Termination of Care

Pluto Day Care is committed to working collaboratively with families and, whenever reasonably possible, will communicate concerns and provide an opportunity to resolve them before considering suspension or termination of care.

As a privately owned and operated child care provider, Pluto Day Care reserves the right to refuse or discontinue services at its sole discretion where it determines that continued enrollment is no longer appropriate or in the best interests of the child, other children, families, staff, or the operation of the Centre. This may include, but is not limited to, situations where:

- The health, safety, security, or well-being of any child, family member, staff member, or visitor is at risk;
- Pluto Day Care is unable to safely or reasonably meet a child's individual needs with the resources available;
- The Centre is no longer an appropriate fit for the child's or family's needs, expectations, or values;
- A respectful, cooperative, and productive partnership between the family and the Centre can no longer be maintained; or
- Any other circumstance where Pluto Day Care determines that continued enrollment is not in the best interests of the Centre or those attending or working within it.

Where circumstances warrant, Pluto Day Care reserves the right to suspend or terminate care **immediately and without notice**.

Initials: _____

Privacy

Pluto Day Care collects personal information solely for the purpose of providing child care services and complying with applicable legislation. Personal information will be handled confidentially and shared only where required by law or necessary to ensure the child's safety and well-being.

Initials: _____

Parent Handbook Acknowledgement

Pluto Day Care provides every enrolled family with access to the current Parent Handbook, which outlines the Centre's policies, procedures, expectations, and important information regarding your child's care.

I acknowledge that:

- I have been provided with access to the current Pluto Day Care Parent Handbook.
- I have read the Parent Handbook in its entirety.
- I understand the policies, procedures, and expectations outlined within the Parent Handbook.
- I agree to comply with the Parent Handbook and understand that it forms part of my child's enrollment with Pluto Day Care.
- I understand that Pluto Day Care may update the Parent Handbook from time to time to reflect changes in legislation, licensing requirements, Public Health guidance, or Centre operations, and that I am responsible for reviewing any future updates provided by the Centre.

Initials: _____

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.

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.

Parent/Guardian Acknowledgement

By signing below, I acknowledge and agree that:

I have received, read, and understood:

- This Parent Agreement & Terms of Enrollment;
- This Financial Agreement, including the current Fee Schedule; and
- The current Parent Handbook.

I understand and agree that:

- I have had the opportunity to ask questions before signing.
- I agree to comply with all policies, procedures, financial obligations, expectations, and enrollment conditions contained in these documents.
- Compliance with these documents is a condition of my child's continued enrollment, and failure to comply may result in refusal of care, suspension, automatic withdrawal, or termination of care.
- This agreement applies only to the child and Pluto Day Care location identified below. Transfers between Pluto Day Care locations are not permitted.
- Pluto Day Care may update its policies, procedures, fees, and enrollment conditions from time to time, and I am responsible for reviewing any updates provided to me.
- This agreement must be reviewed and signed annually. A newly signed agreement replaces the previous version but does not cancel any outstanding fees, deposits, or other financial obligations.

I confirm that:

- The information I have provided is complete, accurate, and current to the best of my knowledge.
- I will immediately notify Pluto Day Care of any changes to personal, emergency, medical, custody, authorized pick-up, or other enrollment information.

The Parent Agreement, Financial Agreement, Fee Schedule, Parent Handbook, and Enrollment Forms together form the complete enrollment package and govern the child's enrollment at Pluto Day Care.

Child's Full Name _____	Centre Location _____
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Date	Parent Name	Parent Signature	Pluto Witness Signature