

## Express Billing Agreement

### Contract Terms and Conditions

**Express fees/co-payments are due by the first (1st)** and must be received in full by the Express Billing office by the fifth (5th) of that same month. **Payments received after the fifth (5th), will be assessed a late payment fee of 10% of the unpaid balance not to exceed \$50 per month, charged to the family account. Childcare services will be interrupted on accounts where payment in full is not made by the end of the current month. If childcare is interrupted, your child will not be allowed to attend express until your balance is paid in full.** Payment for child care is due in full for the current month at time of registration if enrolling on or after the fifth (5th) of the month.

*Note: Five (5) consecutive absences from any program without proper parent communication may result in removal from program.*

### Registration Fee and Paper Statement Fee

There is a \$55 non-refundable fee per family due at time of pre-registration for the upcoming school year to reserve your enrollment. This \$55 family fee applies toward the \$55 per child registration fee payable with the first month's tuition. The \$55 per child registration fee is paid each school year and is non-refundable, non-transferable. For agency assisted families, this fee will apply to any co-payments due. If your child is withdrawn and re-enrolled to start more than sixty (60) days later, another registration fee will be charged. A one-time \$5.00 non-refundable paper statement fee will be assessed for paper invoices and duplicate statements

### State/Other Agency Assistance

Families receiving child care assistance whose registration paper-work is submitted prior to agency approval, must pay a \$50 fee per family at time of registration in order to reserve your enrollment. Once we receive notification from the authorizing agency that you are approved, your account will be credited and the \$50 fee will be applied toward your monthly co-payments or refunded. Any sessions used over what the agency will cover will be billed as extra usage and are the responsibility of the parent/guardian. DSHS will be informed if co-payments are delinquent; this may result in a termination of subsidies. Childcare will not be provided without agency authorization or the completion of a parent payment contract.

### Sibling and Other Discounts

The discount rate for siblings is 15% calculated on the sibling whose contract is of equal or lesser value, this discount is not valid during break programs. A 25% discount will be applied for December and April. A 50% discount will be applied for June.

### Special Needs Child(ren)

If your child(ren) has special needs, extra time will be required prior to your desired start date for an assessment of your child(ren)'s needs in a child care setting. A meeting with the program supervisors may be necessary; if additional staffing is required, the time frame may be longer; this is to ensure a safe, quality experience for your child(ren) in Express.

### Schedule and Program Change Requests

Must be received by the billing office in writing (letter/e-mail/fax), by the 23rd day of the current month to take effect the following month. Schedule and Program changes will be accommodated based on space availability. There is a minimum requirement of three (3) sessions per week and six (6) consecutive weeks of enrollment.

### Extra Usage

Parents/Guardians will be charged an additional fee for sessions used outside of their current billing contract. Extra usage will be determined based on space availability and requires prior approval from the site director. Fees will be charged on a per session basis. There is no sibling discount for extra usage charges. Switching days or programs will be charged as extra usage.

### Absence Credit

There is no vacation credit, illness credit, or after school activity credit.

### Late Pick Up/Early Drop off

An additional fee of \$5 for each five (5) minutes or portion thereof will be charged per child for child(ren) picked up after the end of each program or dropped off prior to the start of each program

### Withdrawal

Written notification (letter/e-mail/fax) of withdrawal is required in the Express Billing office ten (10) business days (2 weeks) prior to the child(ren)'s last day of attendance. The bill will continue to accrue charges until written notification is received in the Express Billing office. Final payment on accounts is due ten (10) days after the final statement date.

### Dishonored Checks

Parents/Guardians will be notified if a check or electronic check has been dishonored by our bank. There is a \$25 fee for a dishonored check. Child care will be denied if the dishonored check is not redeemed. Dishonored checks are redeemable only for cash, money order, cashier's check, or online payment using debit or credit card.

### Past Due Accounts

Accounts are considered past due if the account is not paid by the fifth (5th) of each month. Past due accounts will not be allowed to reenroll until the account has been paid in full. Re-enrollment is conditional upon Express management approval. If payment arrangements have not been made with the Billing Supervisor, the collection process will be followed as per District Policy.

### Collection Accounts

Accounts that have been referred to a collection agency per district policy will be allowed to re-enroll provided the debt has been satisfied with the collection agency and written notice is received from the collection agency. Re-enrollment is conditional upon Express management approval and will require future payments be made on the 1st of each month.

### Bankrupt Accounts

Past due accounts that have filed bankruptcy will not be allowed to re-enroll in Express.

**Express strives to offer equal access to all families; however, we reserve the right to refuse services when deemed necessary.**