



## SERVICE AGREEMENT

### BILLING POLICIES

- Families enrolled in automatic withdrawal for payments will be charged one full week in advance of service.
- Families who are not enrolled in automatic withdrawal for payments must pay two weeks in advance of service.
- Should a draft not be honored for any reason, the YMCA will automatically resubmit that draft for payment within 90 days and the family will incur a \$25 service charge for each occurrence.
- Families are liable for payment for the child's scheduled day, including during school vacations, even if the child is absent from the program for any reason or if the program is closed for staff professional development, or due to inclement weather or loss of power/heat/electricity. There are no refunds or credits toward another day.
- When applicable, the sibling discount will only apply to the oldest child.
- The YMCA of Greater Boston reserves the right to issue a two week termination notice to any child if payment is more than one week late. Parents will be notified by mail, email, or hand delivered if such action is taken. Child/ren will be welcome to participate in the program when balance is paid in full provided spaces are still available. Please be aware that if your child is taken out of the program, his/her space will become available to other children on the waiting list.
- If balance is not paid within thirty days of due date, your account may be sent to our collection agency. A \$25 fee will be added to your account and the YMCA will no longer have control of your account.
- **A two week notice in writing is required when making any changes to the child's schedule or withdrawing from the program.**
- During school vacation weeks and most school snow days, the program is held at the Parkway YMCA from 8:00 AM to 5:00 PM. Additional fees may apply.
- If a State of Emergency is declared or there is inclement weather making it unsafe to travel, the YMCA may be closed. Families will be notified via our website [www.ymcaboston.org/parkway](http://www.ymcaboston.org/parkway) and Facebook pages.

*In addition, the parent agrees to the following:*

- To provide the program with all the necessary forms in the intake packet including a physical examination form and immunizations for your child. In addition, the parent must provide any medication required with a medication consent form and an individualized health care plan from the doctor.
- Agree to notify the program of any changes in information in the enrollment packet.
- To contact the program if the child is going to be absent by 12:00 noon.
- To abide by the guidelines stated in the Family Handbook.
- To pick up children at the program on time.
- To pay \$1.00 per minute, per child, when the child is picked up late or if the child has been left in care longer than the agreed upon schedule.
- To be responsible for keeping my state subsidy (voucher or contract slot) current and pay the full tuition fee if it expires.
- To keep my child's YMCA membership current through the end of the program.

YMCA of Greater Boston Program agrees to:

- Uphold the Department of Early Education and Care State Regulations.
- Provide nutritious snacks each day of afterschool, dependent on the length of the day. (Families are responsible for providing food on all vacation and snow days.)
- Employ trained, qualified staff.
- Provide well-supervised social-emotional learning, cognitive and physical activities in a safe, nurturing environment.
- Uphold the YMCA of Greater Boston's policies and procedures.
- Provide advance notice of field trips and obtain written permission for trips that take place to locations not listed on the Off-Site Activities list in the enrollment packet.
- Notify the parent if a child does not arrive at a site and no previous notice has been given.
- Keep all information about children and families in confidential files, to be released only with permission of the parent.
- Hold family meetings as requested and agree to engage in open communication with families.
- Provide parent with a weekly statement of tuition due and notices of tuition that is past due.
- Allow families one week vacation which must be taken during school vacation weeks.

I acknowledge receipt of the YMCA of Greater Boston [Family Handbook](#), program fees and service agreement, and agree to the listed policies and conditions. I understand the YMCA reserves the right to amend this agreement upon written notification.

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
YMCA Signature

\_\_\_\_\_  
Date