

## School Age Child Care Frequently Asked Questions

Do I receive a monthly bill in the mail? No. Account balances may be viewed at any time in the parent portal at [www.ezchildtrack.com/adventureclub/parent](http://www.ezchildtrack.com/adventureclub/parent) or for Crestview and Winnwood parents at [www.ezchildtrack.com/adventureclub-modified](http://www.ezchildtrack.com/adventureclub-modified).

When is my payment due? Payments are due on the first day of each month, late if paid after midnight on the 15th of the month. If paid after the 15th, a \$30 late fee will be charged to your account and child care is terminated. Re-enrollment is based on space availability and the past due and next month's tuition must be paid in full.

What are my payment options? Payments can be made by credit/debit card or e-check over the phone or online through the parent portal. We also accept online bank checks, money orders and cashier's checks. No cash or American Express is accepted for payment. All payments are processed through the Adventure Club office. Payments are not accepted at the sites.

Is Adventure Club open on non-school days? Adventure Club is open on some, but not all, non-school days. The program's operating schedule can be found on-line at the district's website at [www.nkcschools.org/adventureclub](http://www.nkcschools.org/adventureclub).

Does Adventure Club offer care on inclement weather days? Yes. If school is released early due to inclement weather, students will remain at their school and your child will need to be picked up by 6:00 p.m. If school is canceled, Adventure Club will follow the inclement weather combined site schedule. Our operating hours on these days will be 7:15 a.m. to 6:00 p.m. If your child attends on these days, there will be a \$10.00 per child charge for each day used.

Where can I find the parent handbook? The parent handbook can be found on our website at [www.nkcschools.org/adventureclub](http://www.nkcschools.org/adventureclub) along with other pertinent information about Adventure Club. It is the parent's responsibility to read and understand all of Adventure Club's policies and procedures. Please call 321-5017 with any questions.

Do I have to sign my child in and out every day? Yes. It is the responsibility of the parents to sign their child in and out every day. This is an important procedure put in place for the safety of the children.

What is the procedure if I don't need care anymore or I need to change a session? Changes in a child's enrollment status will take effect the first day of the month following any change in status. If a family needs to drop a session, add a session or drop care completely, they must call the Adventure Club office prior to the first day of the month. For billing purposes, change requests must be made before the first day of any given month. We do not make any changes or prorate tuition in the middle of the month.

Is Adventure Club open on Early Release Thursdays? Yes, Adventure Club will be open on Thursdays and will provide care for both AM and PM students at no additional charge. AM parents will need to sign-up with their Site Manager to attend on these special days.

Please feel free to call our office at 321-5017 anytime with any questions or concerns. I hope you have a rewarding school year and that your child enjoys Adventure Club.