

The Whole Child, Inc. - Payment Policy 2018 for Play & Explore Adventures Program

SPRING SESSION

Please see the attached Payment Schedule for details on dates and payments.

This service is private pay. There may be opportunity for clients to use FlexPay or HSA if offered by client's health insurance. Limited stipends/rate reductions *may* be available. IF cost is prohibitive for your family, please email Keriann at kkimball@thewholechildmatters.org to request a stipend application. We cannot guarantee availability of funding as it relies solely upon charitable gifts and success of our fundraising efforts.

***Payment is expected on the 15th of each month** as described on invoice and payment schedule. Invoices will be sent electronically through email.

Overdue accounts will accrue a \$25 late fee every 30 days past due. Accounts that are 60 days past due will be sent to collection unless a payment plan has been approved by The Whole Child, Inc.

Siblings enrolled in the same group: 2nd sibling will pay \$20 per date, which is a \$5 discount per class.

Reimbursements will be discussed on a case-by-case basis and will be at the discretion of the Executive Director (E.D.) and/or Board of Directors. Payments will not be returned if a participant unilaterally decides not to participate after registering (outside of extenuating circumstances approved by E.D.)

ABSENCES:

***We cannot provide credits or refunds for days when group is held but your child does not attend. Staffing is contracted and paid according to the number and needs of children expected.**

**We appreciate a minimum of 24 hours notice for missed group attendance.*

CANCELLATIONS:

- *If TWC needs to cancel a program for weather related reasons, a \$10 credit will be applied to your TWC account. IF Mendon-Upton School District closes or has a delay, then P&E will be cancelled that day. Please check TWC website for cancellations if you are not sure or reach out to your program facilitators: Lori and Antonella.*
- *If TWC needs to cancel P&E for reasons related to staffing or other unforeseeable/unavoidable reasons, we will provide as much notice as possible, and if a make-up cannot be scheduled, a \$25 credit will be applied to your TWC to your account for the missed day.*
- *If we have not been informed that the other participants are not attending, and your child is the only one who shows up for a group - we will offer you a credit for the class OR a private session. If we are informed that the other children will be absent, we will contact you to let you know. Since we cannot guarantee how much notice we will be given, we cannot ensure a time of notice to you. If TWC must cancel the class due to only one child expected to attend on a given date, the child's family (who was planning to attend) will receive a credit for that missed class.*

Services and Fees:

Checks for TWC services can be written to **The Whole Child, Inc.**

- *Electronic payments are subject to a 3% fee as per the electronic transaction service (PayPal, Square). This fee can be avoided by paying with cash or check in person, just be sure to deduct the 3% electronic fee line item from the total. Payments can be dropped in the payment box at TWC.*

I have read and understand the payment policy:

Printed Name

Signature

Date