

Kid Central Child Care

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Termination Policy

We understand that sometimes childcare centers are not a good fit for certain children and/ or adults. Unlike other centers, **Kid Central** does not require a security deposit for childcare services. Because of this this, **we are an at-will daycare facility**. In very rare occasions, at the discretion of the Director and/or Owners, services may be cancelled at any time, if deemed necessary. For all other occasions, we will attempt to mitigate the situation to find a peaceful resolution for all parties involved. In the event that childcare services must be terminated, the following procedures may occur:

Documentation

Any instances (including, but not limited to) where a child is causing disruptions in a classroom or inflicting emotional and/or physical harm to another child and/or staff members, may be documented. Also, any instances (including, but not limited to) involving parents who cause a disruption, harass, physically/ emotionally harm or demean the staff and/or create a negative environment in **anyway**, will be documented. This includes any negative, demeaning, or rude text messages sent to the Director Phones. These documents are for the centers records only and may be shared with parents at the discretion of the Director and/ or Owners.

Resolution and Mediation

If a situation occurs on more than one occasion, at the discretion of the Director and/ or Owners, a meeting may be scheduled to go over the issue and attempt to work out a resolution. If a meeting cannot be scheduled, it is assumed that the Parent/ Guardian is unwilling to resolve the issue. If a resolution cannot be agreed upon, then the Parent/ Guardian, Director and/ or Owners have the right to cancel childcare services.

Tuition Refunds

If a Parent/ Guardian decides to terminate services, they are **responsible for two weeks of tuition costs starting on the Friday of that week's termination**. Termination must be submitted in writing and given to the Director and/ or Owners stating the reason for ending services two weeks prior to their child's last day. It may be sent via email or text, if preferred. If any additional payments have been made in advance for future weeks, those payments shall be refunded within 7 to 10 business days.

If the Director and/or Owners terminate services, any payments for tuition that have been made for **after the termination date** shall be refunded within 7 to 10 business days. The outcome of this meeting may be documented for the facilities records.

Non-behavioral Termination

If a Parent/ Guardian wishes to terminate childcare services for non-behavioral or incident caused reasons, at least two weeks' notice from their child's last day must be given. Please let our Owner and/ or Director know in writing or by email/ text.

Changes to this Policy

Kid Central has the right to change, adjust or update all policies at their discretion. We will make all possible attempts to notify Parents/ Guardians of any changes to this policy. Any changes shall be posted on our Parent Board, sent out via email, and/ or printed out and placed in their child's cubby/ locker.

Questions or Concerns

If you have any questions, concerns or feel there is a situation that requires mediation, please speak with the Director to set up a meeting right away.

Acceptance

By signing below, you are acknowledging that you have reviewed and agree with the above policies and procedures.

Parent/ Guardian Signature Date

Parent/ Guardian Signature Date

Child's Name Child's Date of Birth