

Welcome to the Poppy's Family

We're thrilled to have you join Poppy's Playroom — a safe, nurturing, and joyful space where children learn, play, and thrive every day. Please review this packet carefully and reach out with any questions. Thank you for trusting us with your little one — we can't wait to make memories together!

BRIGHTWHEEL

We're excited to announce our partnership with Brightwheel, launching January 2026! This app helps us stay connected and enhances your child's experience with:

- Photos, videos, and learning updates
- Contactless check-in/out and health screens
- Easy online tuition payments and access to statements

Infant families (**under age 2**) will receive daily recaps with details on meals, naps, diapering, and activities. Diaper charts are maintained for all classrooms for at least six weeks.

We're thrilled to bring Brightwheel to Poppy's—making communication simpler, safer, and more connected!

ENROLLMENT FEES/TUITION

A **NON REFUNDABLE** enrollment fee is required for all new families:

- **\$75** for the first child
- **\$25** for each additional child
- The fee must be paid **on or before your child's first day** of attendance.

****If we don't hear from your family for a year, your child's enrollment will be paused. To rejoin, you'll just need to pay the \$30 enrollment fee to re-register.** Once that's taken care of, we can add your child back to the schedule and save their spot!

Families will be **notified of any tuition changes at least 30 days in advance**. Effective January 1, 2024, a 3% annual rate increase will be applied to all tuition rates. If a holiday falls on a billing day, the withdrawal will occur on the next business day.

FULL-TIME CARE: (Monday-Friday)

Your account will be **charged on the 1st of each month**. Regular fees apply for all scheduled days, including absences, as staffing and program costs remain the same when children are not in attendance.

No credits will be given for absences. We kindly appreciate advance notice of any absences whenever possible — it helps us with scheduling, classroom organization, and meal planning.

AGE	Monthly
Infants (Under 23 Months)	\$1,280
Toddlers (2yr Olds)	\$1,175
3 Year Olds	\$950
4 Year Olds	\$880
5 Year Olds	\$830
6 Year Olds	\$660

****A \$15 late fee** will be applied if payment is not received by the **6th of the month for monthly tuition**, unless prior arrangements have been discussed with a director.

DAY RATE/DROP IN:

Payment is due for all scheduled days and will be processed **DAILY**.

Please note that the current cancellation policy remains unchanged.

AGE	DAILY	HOURLY
Infants (Under 23 Months)	\$67	\$14
Toddlers (2yr Olds)	\$61	\$12
3 Year Olds	\$52	\$10
4 Year Olds	\$49	\$9
5 Year Olds	\$47	\$8
6 Year Olds	\$36	\$7

PAYMENT POLICY

All families are to make childcare payments on time and are **REQUIRED TO HAVE A CURRENT FORM OF PAYMENT ON FILE** using one of the following methods: credit card, bank account (ACH) and will be put on autopay. You may also use cash, or check, but you will need to prepay for your child either every week or monthly.

****Please note that we do not keep change on site. If you do not bring the exact payment amount, any remaining balance will be applied as a credit to your account.**

PAYMENT OPTIONS:

- **Cash or Check:** No fee. (You will prepay for the care you will need either on the 1st of each month or every Monday.)
- **ACH (Bank Transfer):** 0.6% processing fee.
- **Credit Card:** 2.95% processing fee.

*****Please note: These fees are standard charges from our payment processor. We do not add any additional markup.***

***** In the unlikely event a clerical error is identified, Poppy reserves the right to adjust and backdate tuition charges in accordance with our established tuition rates as seen below. If you notice an error/concern on your account please reach out to us as soon as possible so that we can correct it as soon as possible.*****

RETURNED CHECKS / INSUFFICIENT FUNDS/DELINQUENT ACCOUNTS

Any account past due for more than 30 days will incur a 15% interest charge on the outstanding balance.

If a payment is returned or rejected, a \$15 fee will be added for each occurrence. Thanks for helping us keep things running smoothly!

All past-due balances must be paid in full before your child may return to care. Accounts with a balance over \$250 past due may result in immediate termination of care. Repeated payment issues may also lead to termination.

If you are experiencing financial difficulty, please contact the Director to arrange a payment plan. Accounts are not considered in good standing until a payment plan is approved and active.

PAYMENT AUTHORIZATION:

Parents will maintain at least **one valid payment method** in Brightwheel and authorize Poppy's to charge it on each invoice due date. Parents receive notifications when invoices are posted and when payments are processed.

****If your current payment method has DECLINED 3 TIMES you are required to put a new payment method on file promptly. Not doing so will lead to possible loss of care.**

PAYMENT OBLIGATION:

Parents have an individual and joint obligation to pay all tuition and fees under this agreement. Parents' failure to pay any amount when due pursuant to the terms of this Agreement, may, at the School's sole discretion, result in the suspension or dismissal of the Student from Poppy's. Parents shall pay any costs and attorney's fees that Poppy incurs in collection of Parents' outstanding balance. If Parents receive tuition assistance, any change must be communicated with directors as soon as possible

DWS

If you are experiencing financial hardship, we encourage all families to apply — **it's completely FREE to apply**, and DWS has recently raised income limits to help more families qualify. This program can save your family hundreds each month. It's basically free money to help pay for child care!

How It Works:

- Apply at <https://jobs.utah.gov/customereducation/services/childcare>
- Once approved, DWS pays the child care provider directly.
- Assistance is reviewed annually and is based on the State Median Income.
- DWS will not pay any other fee accrued (late fees, lunches, ect) other than tuition and if approved the registration fee.

ADDITIONAL FEES:

- **EARLY OPEN**

If you need early open hours, please reach out to the directors to check if an opener is available. There is a **\$5.00 charge for every 10 minutes of early care.**

- **NO SIGN-IN/SIGN-OUT FEE**

We charge a **\$5 fee each time you do not sign your child in or out.** It is a licensing regulation that you sign your child in and out each day. If you come hourly and fail to sign in or out you will be charged the full day rate.

- **LATE PICK UP FEE**

Please do not be late to pick up your child. Check with the center to know what time you are expected to pick-up. **If you fail to let us know and are more than 10 minutes late from your reservation time, you will be charged a \$5 fee for every 10 minutes.**

Example: If your reservation pick up time is at 1:00 PM and you do not pick up your child until 1:40pm you would pay an additional \$20.

- **CLOSING LATE PICK UP FEE:**

If your pick up time is 6:00pm (closing time) and you are late the \$5 will be charged if you are even 1 minute late. **You will be charged a \$5 fee for every 5 minutes.**

Example: If you pick up at 6:15 you will be charged \$15.

If you know you will be late due to circumstances beyond your control, please contact the daycare as soon as possible. While late pick-up fees will still apply, timely communication will prevent the need to report the incident to the proper authorities. **Licensing regulations require us to report any child picked up more than 15 minutes after closing without contact from a parent to Child Protective Services.**

CANCELLATION POLICY/NO SHOW POLICY FEE

You may make changes or cancel your reservation until 8:00 am on the reservation date by texting. As of May 1st, 2022, we are implementing the following reservation fees:

- In the event that you cancel **AFTER 8:00 am**, you will be charged a \$25 Cancellation Fee
- You will be charged for the full reservation if you fail to cancel.
- If you are more than 1 hour past your reservation, we cannot guarantee availability. Availability is subject to change on a daily basis.

****Excessive No-Shows will result in the loss of your recurring reservation****

LUNCH PRICING-

Families may choose to bring a home lunch or have one provided by the daycare.

- **Under 18 months:** \$4.00 per meal
- **18 months and older:** \$8.00 per meal

HOLIDAYS: (All of Poppy's locations will be closed on the following holidays)

HOLIDAY CLOSURES			
New Years Eve/Day	President Day	Memorial Day	4th of July
Labor Day	24th of July	**Fall Break	Thanksgiving
**Black Friday	Christmas Eve/Day		

**Poppy's may open on certain holidays by appointment and pre-payment if staff are available. When a holiday falls on a weekend, the center will close on a nearby weekday (e.g., if New Year's Day is Saturday, we may close Friday or Monday). Families will receive at least one month's notice of any additional closings. If there are other days we need to close we will give 30 days notice.

EXTENDED ABSENSES (Summer Break, Maternity Leave, etc.):

If your child will be away for an extended time, please give written notice to the Director or Assistant Director at least 30 days in advance. Spots may be filled during absences, and re-enrollment depends on availability.

VACATION ABSENSES:

Whenever possible, we appreciate advance notice of vacations to help with classroom scheduling and meal planning. Please inform a staff member in person and send a text message to your center so we have the absence officially on record.

UPDATING ENROLLMENT RECORDS:

Each January, Poppy's reviews all enrollment records. Families will be notified if updates are needed. Some forms, like the Emergency Contact and Medical Consent forms, must be renewed yearly and can usually be completed online. Please update us anytime your information changes. Bring or email updated physicals and immunization records after your child's annual doctor visit.

OUTDOOR PLAY & CLOTHING:

We go outside every morning and afternoon, weather permitting—even in winter unless it's unsafe. Outdoor play supports movement, exploration, and social growth. Please dress your child in comfortable, washable play clothes and sturdy shoes. Since spills and messes happen, keep a full change of clothes (including underwear) at school and replace items as needed.

ITEMS FROM HOME:

We ask that toys and electronics stay at home. It can be hard to keep track of special items at the center, and anything left behind will be treated as a donation. If your child brings a comfort item to help with drop-off, please place it in their cubby once they've settled in. Please label all belongings from home. Electronics (like iPods or gaming devices) should stay home to avoid loss or damage. This way we keep all the kids' treasures safe.

*****Poppy's employees are not responsible for lost, stolen or damaged items.*****

WEATHER-RELATED CLOSINGS:

Poppy's will stay open during most severe weather. The Director or Assistant Director will monitor conditions and decide if early closure or next-day cancellation is needed. If this happens, families will be notified right away and asked to pick up their children promptly for everyone's safety. Tuition still applies during weather closings.

MANDATORY CHILD ABUSE REPORTERS:

As childcare professionals who interact with children on a daily basis, each staff member of Poppy's is required by law to report any child abuse and neglect reporter and must contact the Utah Department of Human Services whenever abuse or neglect is suspected

CONFIDENTIALITY:

Confidentiality is a top priority for Poppy's. Personal information of families and staff will not be shared for any reason without prior written consent of the individual. When discussing a child's activities and friends in the classroom, only first names will be used. In situations regarding behavior problems and/or Incident/Accident Reports, names of children involved will never be given to families.

TERMINATION POLICY:

Parents may terminate their child's enrollment at any time, provided they give notice in advance of the termination day. Failure to give proper notice will result in parents being responsible for the payment of scheduled days. This will be enforced unless the reason for the termination is beyond the control of the parents (e.g., lay off, birth of new baby, etc.).

UNEXPECTED SCHOOL CLOSURES:

The School does not give tuition credits or discounts in the event of an unexpected school closure, for any reason.

ELECTRONIC RECORDS & SIGNATURES:

By signing electronically, the parties agree that e-signatures are legally binding. Parents may withdraw e-signature consent or request paper copies at no charge by emailing School; withdrawal does not affect prior electronic records.

OTHER LEGAL TERMS:

This Agreement is governed by the laws of the state where Poppy's is located. The parties will attempt good-faith mediation before pursuing other remedies. School is not liable for delay or failure to perform caused by events beyond its reasonable control (e.g., natural disasters, power outages, public-health orders). Notices are effective when sent through Brightwheel messaging or to the email addresses on file. This Agreement and any written addenda constitute the entire agreement. Amendments must be in writing and signed by both parties, except School may update fees or policies with thirty (30) days' written notice.

By signing this tuition agreement, I acknowledge that this agreement is entered into with the mutual consent of the parents/guardians and Poppy's. I have thoroughly reviewed and understand the policies outlined in this document, and I give Poppy's permission to process my chosen form of payment.

