

Discovery Kids Afterschool Program

Enrollment, Billing, Cancellation & Refund Policy

Enrollment Commitment

Enrollment in the Discovery Kids Afterschool Program reserves a space for your child and allows Discovery Kids to make advance commitments related to staffing, facility costs, supplies, programming, insurance, and other operational expenses.

Because these costs are incurred regardless of attendance, tuition is based on enrollment and not attendance.

Tuition Billing

- Tuition is billed monthly on the **1st of each month**.
- Families are responsible for the full monthly tuition amount once a billing cycle begins.
- Tuition will not be prorated for absences, vacations, illness, school closures, personal scheduling conflicts, or partial attendance.

Cancellation Policy

Families wishing to withdraw from the program must provide written notice prior to the next billing cycle.

To avoid being charged for the upcoming month, cancellation requests must be received **before the 1st day of the month**.

Examples:

- Notice provided on September 30 → October tuition will not be charged.
- Notice provided on October 2 → October tuition remains due and enrollment will end effective November 1.

Verbal notification is not considered sufficient notice. All cancellations must be submitted in writing via email.

No Refund Policy

All tuition payments are non-refundable once a billing cycle has begun.

No refunds, credits, transfers, make-up days, or tuition adjustments will be issued for:

- Absences for any reason
- Family vacations or travel
- Illness, injury, or medical circumstances
- Changes in school schedules
- Participation in other activities
- Relocation or transportation issues
- Behavioral concerns resulting in withdrawal
- Staffing changes
- Changes in family circumstances
- Dissatisfaction with circumstances outside of Discovery Kids' control
- Any other personal, financial, or scheduling circumstances that prevent attendance

Circumstances Outside of Discovery Kids' Control

Discovery Kids shall not be responsible for providing refunds, credits, or tuition adjustments due to events, circumstances, or conditions beyond its reasonable control, including but not limited to weather events, public health concerns, transportation disruptions, government actions, school-related decisions, family emergencies, or other unforeseen circumstances.

Deposit Policy

Any registration or enrollment deposit is non-refundable and non-transferable. Deposits are used to secure a child's space and offset administrative and enrollment-related costs.

Program Changes

Discovery Kids reserves the right to make reasonable changes to schedules, staffing assignments, curriculum, enrichment offerings, classroom groupings, and program operations as necessary to maintain a safe, sustainable, and high-quality program.

Such changes shall not constitute grounds for cancellation with refund.

Failure to Attend

A child's absence from the program does not release a family from its financial obligations under this agreement. Families remain responsible for tuition until proper written notice of cancellation has been received and processed.

Acceptance of Terms

Submission of registration and payment constitutes acknowledgment and acceptance of this Enrollment, Billing, Cancellation, and Refund Policy.

Staffing & Instructor Assignment Policy

Discovery Kids is committed to hiring and retaining qualified, caring, and professional educators. While we strive to provide consistency whenever possible, families acknowledge that enrollment is in the Discovery Kids program as a whole and not with any specific staff member, instructor, assistant, specialist, therapist, coach, director, or provider.

Discovery Kids does not guarantee the continued employment, assignment, availability, or participation of any particular employee, contractor, or instructor.

Discovery Kids reserves the right to modify staffing assignments, substitute instructors, restructure classrooms, adjust staff schedules, or make personnel changes at any time to meet operational, licensing, enrollment, safety, or programmatic needs.

Staffing changes, employee departures, leaves of absence, schedule changes, reassignment of personnel, or the hiring of replacement staff shall not constitute grounds for cancellation, tuition reduction, refund, credit, chargeback, or release from financial obligations under the enrollment agreement.

Discovery Kids will make reasonable efforts to communicate significant staffing changes when appropriate; however, families acknowledge that staffing decisions remain solely within the discretion of Discovery Kids management.

Program Sustainability & Enrollment Adjustments

Discovery Kids reserves the right to modify program structure, enrichment offerings, language allocation, schedules, classroom configurations, operating hours, and staffing models in response to enrollment levels, operational needs, financial sustainability, facility requirements, or community demand.

Such modifications are considered normal program operations and shall not constitute grounds for cancellation with refund, tuition reduction, or release from payment obligations.

Discovery Kids will make reasonable efforts to maintain the overall quality, educational value, and spirit of the program while adapting to changing operational circumstances.