



Registration Agreement – Billing

I understand that this registration is a contract for childcare for specific days and weeks and that I am liable for all costs. The following represents stipulations associated with this agreement:

1. Families are liable for the costs associated with weekly or monthly enrollment schedules (that they have scheduled in advance) regardless of whether their child attends.
2. Summer Payments for the upcoming week is processed in advance and withdrawn using the payment method provided, the Friday before the first day of attendance for the upcoming week.
3. All payments must be made through autopay using a debit or credit card. The registrant (parent or guardian who E-signs this registration) agrees to enter payment information through the Payments & Statements section in the Parent Account once this registration is approved.
4. Parents who schedule their child monthly or weekly (Summer) are still responsible for payment if their child does not attend on days they were scheduled. Tuition for monthly and weekly schedules is due in advance and is non-refundable regardless of sick days, "acts of God," and any event outside of the control of Innovation Learning. This policy pertains to school district building related issues and pandemic.
5. INNOVATION LEARNING will not offer refunds for absences, vacation days, or holidays in which the program is in operation, or an event that occurs outside of Innovation Learning's control.
6. **School Year Program:** Drop-in is our most flexible option. For families concerned about multiple absences and needing scheduling flexibility, we strongly recommend that they consider Drop-In attendance. Drop-in attendance is the only form of registration that is eligible for credit for absences, holidays, and vacation days.
7. If a child cannot attend a day in which they were scheduled for drop-in, the family is entitled to a credit. To receive a credit, they must contact Customer Service at info@innovationlearning.com to make the request in writing or by calling 866-239-3661, within 72 hours (the account will not be automatically credited without a formal request).

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8. **School Year Program:** A child registered to attend Monthly can only be unenrolled by notifying Customer Service 10 days prior to the next month's billing cycle. This must be in writing to info@innovationlearning.com of their intent to cancel their monthly enrollment.

9. **Summer Program:** Families must make notification of intent to cancel weekly enrollment one week in advance by writing to info@innovationlearning.com (this means families must notify of their intention to cancel the Monday prior at the very latest). Failure to do so will result in billing for the upcoming week. The billing will be nonrefundable (this is because Innovation Learning must set staffing one week in advance to ensure that we meet licensing standards and because payments are processed in advance).

10. Registration fees are **non-refundable** payments that are applicable and cover the entire school year or summer programming. Registration fees will not be refunded or credited unless the program does not open for at least five (5) days in a given school year. If the program has not opened, then the family may request a refund in writing or via phone at the end of the year.

11. Should programming be canceled or delayed by Innovation Learning for any reason, Registration fees will remain on the family's account until programming resumes. Should programming stay closed and not open for at least five (5) days in any given year, then the registration fee will be credited to the following program year unless otherwise formally requested in writing (by contacting info@innovationlearning.com).

12. When payment is not received by the scheduled due date, a one-time \$25 late fee will be assessed.

13. INNOVATION LEARNING reserves the right to deny students' attendance if a payment is more than 10 days past due, and the parent has not contacted Customer Service to make a payment arrangement. Likewise, INNOVATION LEARNING reserves the right to **deny** students attendance if a family is in default of a payment arrangement.

14. INNOVATION LEARNING will securely maintain your financial information. Parents/Guardians are responsible for updating their INNOVATION LEARNING account with any changes to payment information, including card number, expiration date, and billing address changes.

15. Starting in November 2024, our secure system will continue to accept debit and credit card payments as a convenient method for families. Convenience Fees cover the cost of the technology platform, customer support, and other operational expenses that enable the service.

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16. **Debit/Credit Card Payments:** We have simplified our fee structure, moving to a flat convenience fee of \$2.95 per payment for debit and credit card transactions.

17. **ACH Payments:** We are pleased to offer ACH as a new payment option. ACH payments will include a **\$1.50 convenience fee**. If an ACH payment is returned, a **\$35 NSF fee** will apply, and we may remove this option if issues persist.

18. **No-Fee Check by Mail (for Monthly Plan Customers Only):** For families using a monthly plan, we now offer a no-fee option to pay by check. **Contact Customer Service to sign an agreement confirming this choice.** If a check payment is returned, a \$35 NSF fee will apply, and we may remove this option if issues persist.