



Registration Fees:

Registration fees are nonrefundable payments applicable to the entire school year. If a parent chooses to cancel any programming options or withdraw their child from the program at any time, Innovation Learning retains this fee. Should programming be canceled or delayed by Innovation Learning, the Registration Fee will remain on the families' account until the end of the year for use when programming resumes.

Payment Options/Fees: Convenience Fees cover the cost of the technology platform, customer support, and other operational expenses that enable the service.

- **Debit/Credit Card Payments**

Starting with the November 2024 billing cycle, our secure system will continue to accept debit and credit card payments as a convenient method for families. We have simplified our fee structure, moving to a flat **convenience fee of \$2.95 per payment** for debit and credit card transactions.

- **ACH Payments**

We are pleased to offer ACH as a new payment option this school year. *Starting in January 2025*, all ACH payments will include a **\$2.95 convenience fee**. If an ACH payment is returned, a **\$35 NSF fee** will apply, and we may remove this option if issues persist.

- **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.

- **Refunds**

There is a 10% processing fee applied on all refunds.

Monthly billing: Monthly scheduling and pricing are for families who need our Before/After Care programs on a regular set schedule through the end of the school year. Monthly rates are discounted based upon volume, and they are based on total yearlong attendance.

Benefits of a Monthly Schedule

- The monthly rate represents our most economical option for families as our rates are discounted.
- This ensures that families can spread the total cost out throughout the year and can budget accordingly and they are based on total yearlong attendance.
- Pricing remains conveniently consistent whether there are 20 days, 18 days, or 10 days in a month. Predictability in pricing ensures that families can spread the total cost throughout the year and budget accordingly. **Monthly pricing always offers a discount on daily pricing regardless of the number of days in the month.**

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- Failed payment arrangements could result in removal of your monthly schedule and the account could be suspended.

Important Conditions for Monthly AM/PM Scheduling

- Pricing has been determined based on the number of days in the school year and equally divided to create predictable installment pricing. Monthly installments will not be prorated. Pricing is the same regardless of the number of days in a specific week or month. Predictability in pricing ensures that families can spread the total cost throughout the year and budget accordingly.
- Monthly rates are discounted based upon volume, and they are based on total yearlong attendance. Therefore, we do not offer credits or refunds for unused days, including partial months. If you are concerned about potential absences (including those outside of your control, such as school closures or illnesses), then you likely want to consider our Drop-In Option for even greater flexibility.
- Families pay using the Autopay method. All families must have a valid credit/debit card entered in the system at registration. All monthly installments are deducted on the 1st of each Month.
- To cancel or switch the Monthly billing, you must contact the Customer Service Team at info@innovationlearning.com or **866-239-3661**. We require a 10-day advance notice, prior to the next upcoming monthly installment.

Daily/“Parent Managed Calendar”: Our most flexible payment option, 'Drop-In' scheduling and pricing affords families the opportunity to change their schedules from day-to-day or week-to-week. Families taking advantage of the 'Drop-In' option can schedule up until the night before attending. Children can attend as needed and are not locked into the same set schedule.

Benefits of the Daily/Parent Managed Calendar

- Families can schedule and “pay as you go” right in your Family Account
- The Daily/Parent Managed Calendar can be used in unison with the Monthly Schedule to take care of “last minute” or “emergency” coverage needs (not covered by Monthly Schedule enrollment). For example, if a child is registered for every Tuesday and Thursday via their Monthly Schedule enrollment and they want to add Wednesday for one week, the additional day can be added via the Parent Managed Calendar.
- Families have ultimate control over their schedule and only pay for what they register for.
- Daily/Calendar scheduling is the only pricing option where parents can receive credit if their child is sick or cannot attend for any reason. (Request for credit must be within 72 hours of the scheduled date to Customer Service)

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Important Conditions for Daily/Parent Managed Calendar

- Daily rates/schedules must be paid at the time of enrollment, prior to your child's attendance in the program.
 - All children must be registered in our EZChild system for the school year, scheduled prior to attending and account must be in good standing.
 - Families who need a Same Day Drop-Ins, for safety reasons, **MUST** inform the school Office and/or their child's Classroom Teacher prior to the end of the school day and you **MUST** notify the Innovation Learning On-Site Staff.
 - There will be an additional \$5.00 Same Day Drop-In fee for students being added on the same day.
 - **No Discounts** will be applied on the **same day Drop-ins**.
 - All same day same day Drop-ins must be paid within 72-hours, or your account will suspend.
- Early Dismissal and Full Day Programs (One-Time Activities):** We offer care for Early Dismissals and Full Day Programs. (Days and locations offered may vary; communication will be sent throughout the school year from your Area Director)

Important Conditions for Early Dismissal

- For schools that have a weekly Early Dismissal for the entire school year, this specific day is included in the 2-Day to 5-day PM Monthly rate. If you only need the weekly Early Dismissal Day only, there is an Early Dismissal Only monthly rate.
- For schools that have Early Dismissals occasionally throughout the school year, this will require additional scheduling for the day through your Parent Portal. Daily tuition will apply.
- If an Early Dismissal falls on a day other than your regular weekly Early Dismissal, this will require additional scheduling and is not included or covered in the monthly tuition. Daily tuition will apply for these days.
- If you sign up for care, but no longer need it, you must request through Customer Service for removal and credit **72 hours prior** to the Early Dismissal.

Important Conditions for Full Day Programs

- Full- Day programs are designed to help our families and community during school breaks such as teacher workdays, fall break, winter break, etc.
- Full-Day programs will require additional scheduling for the day through your Parent Portal One-time Activity section. Daily tuition will apply.
- Our Full-Day programs typically require at least 8 students to have a successful fun program. Early sign-ups are encouraged to assure the success of our community support.
- If you sign up for care, but no longer need it, you must request through Customer Service for removal and credit **72 hours prior** to the Full Day Program.

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