

Bright Horizons at Waltham Late Fee Policy

Dear Families:

Our faculty schedules are based on your children's schedules and state mandated teacher/child ratios. When parents are late to pick up their children it causes hardships for faculty because they are unable to leave at the end of their scheduled shift. Many teachers have classes, families and regular commitments for which they are responsible. It can also be distressing for children to be left at the center after hours. Late pick-up is not a normal program option and should be considered an exceptional occurrence.

There are two situations in which late fees can be applied to a family's account. Late fees that are assessed during normal hours of operation (7am – 6pm) are based on the fee for adding hours to one's normal schedule at the rate of \$10/hour. For example, a family's schedule may be 9am-4pm. A parent may arrive for pick-up at 4:15pm. A late fee of \$10 will be assessed to the family's account. We may ask that a family change their schedule if they are having difficulty consistently picking up at their regularly scheduled time.

Late fees can also be assessed when children are picked up after 6pm. This fee is \$1.00 per minute/per child. Please note that in the enrollment agreement it states:

"It can be distressing for children to be left in the Center after hours. Teachers work a long day and expect to leave at the Center's closing time. Late pickup is not a normal program option and will only be considered an exceptional occurrence. Please allow enough time at the end of the day to arrive at the Center, pick up your child(ren) and leave by closing time. A late pickup fee of \$1.00 per child is payable for each minute your child(ren) remains in the Center after closing. This fee is subject to change."

Please sign below and return to the office. We appreciate your understanding and cooperation with this important policy.

Child's Name _____

Parent's Signature _____

Date _____

