



## **2. Fees, Payment, and Service Policies:**

a. The Military Child Care Act requires the Department of Defense (DoD) to prescribe uniform fee regulations for military Child Development Programs annually. Fees are based on total family income. Patrons will be placed in the highest fee category until verification of total family income is complete.

b. Per DoDI 6060.2, Total Family Income (TFI) includes all earned income including wages, salaries, tip, long-term disability benefits, voluntary salary deferrals, quarters allowances and subsistence allowances and in-kind quarters and subsistence received by military member, pay for service in a combat zone and anything else of value, even if not taxable, that was received for providing services. Quarters allowance and subsistence allowances mean the Basic Allowance for Quarters and the Basic Allowance for Subsistence received by military personnel (with respect to grade and status) and the value of meals and lodging furnished in-kind to military personnel residing on military bases.

c. Parents must notify CYP of family financial status changes that may affect their Fee Category.

d. Full Day program fees are set to generate revenue to cover 52 weeks of operation for no more than 50 hours of care per week.

e. A two-week non-payment vacation option is authorized per child per agreement year for enrollment. The non-payment must be requested in writing at least two weeks prior to the vacation period. All requests must be in weekly (Monday through Friday) increments. Unused non-payment vacation time cannot be carried over from one contract year to another year. CYP may temporarily fill spaces during a patron's two-week non-payment vacation period.

f. DoD contractors are not eligible for child care fee assistance or a reduction in fees for additional children in the same family.

g. There is no reduction of fees for absences or illnesses. Fees are not reduced for absences, holidays, and short term emergency closures such as typhoons and air conditioning, water or power outages which require CYP to close. Services will not be available on federal holidays, typhoon closures, and short-term emergencies. Parents will be notified of additional periods of non-service as determined by CYP as soon as such periods are known.

h. The patron agrees to pay CYP for the services as long as the space is held for the child, whether the space is used or not, except when the two-week non-payment vacation option is used.

i. Children absent from CYP due to a parent's extended TAD/TDY deployment have two options available: (1) pay in full to hold child's space; or (2) withdraw child from the program and be placed at the top of the waiting list for the first available space upon return.

j. Fees are due before services are rendered. Fees not received prior to services being rendered may result in a temporary suspension or cancellation of agreement services. If paying weekly, payment is due by close of business the last day of the business week; if paying on the 1st and 15th, payment is due by the 1st and 15th of each month (if the 1st or 15th is on a weekend or holiday payment is due the business day prior); or if paying monthly, payment is due the first business day of the month. Any payment not made within 3 calendar days of due date will require payment before child can enter care.

k. Emergency contacts will be notified for children left in CYP facilities after program hours. The Provost Marshall will be contacted for assistance if the patron or emergency contact is not available. When a patron consistently fails to pick up a child after the program closes, care may be suspended or terminated.

l. Emergency Leave will only be granted for thirty calendar days (without payment due) with official documentation from an appropriate authority (e.g., emergency orders from sponsor's command, American Red Cross, etc.). Prepayment will be due to hold the child's space beyond the approved 30 calendar days. CYP may temporarily fill spaces during a patron's emergency leave period.

m. While CYP makes every effort to assist and notify customers that updates are needed to their files (e.g. pay increases, change in employment status, updates to emergency contacts, health assessments, etc.), the ultimate responsibility of notifying CYP and ensuring the accuracy of customer records is the patron's responsibility. Any failure to notify CYP of a change that results in higher fees will result in immediate assessment of retroactive fees.

n. Children may be denied admission or sent home from a program if they meet any of the criteria identified on the "Exclusion" Agreement.

**3. Agreement Cancellation & Withdrawal Procedures:**

a. This contract guarantees a reservation for child care services each week when fees are paid in advance of care. The patron may cancel this contract at any time with a two week written notification.

b. If CYP determines that a child's care needs cannot be met by utilizing reasonably available resources, the CYP program manager will notify the parent or guardian in writing of suspension, relocation, or termination of services from the CYP.

c. When an unmet need waiting list occurs for families in priorities 1 or 2, services for those in lower priorities will terminate with a two-week notice. Displaced patrons will be placed back on the waiting list based on their original date of request for care.

d. Child care services may be terminated for repeated late pick up of children.

**4. Signatures:**

By signing this Agreement, all parties agree to all of the above terms and policies, including financial responsibility for care provided and that they are eligible for these services. Failure to adhere to the terms of this Agreement may result in denial of future services at the sole discretion of CYP. CYP reserves the right to change policies as needed with advance written notice.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
CYP Representative's Signature

\_\_\_\_\_  
Date