



Hours of Operation

The center is open Monday through Friday, with open enrollment year-round. Children's schedules may be arranged to suit your needs between 6:00 am and 6:00 pm. Tuition covers any 10 hours between 6 am and 6 pm. At the time of enrollment, you will be asked to give an approximate schedule for your child's time at the center. We ask that you let your child's teacher know of any changes to his/her scheduled hours.

Tuition Fees and Policies

Enrollment Fees

A non-refundable registration fee of \$100 must accompany the enrollment application. A deposit of the first and last weeks of tuition must also accompany the enrollment application in order to ensure a space in the program.

Tuition Rates

The number of days each week your child is scheduled to attend the center determines your tuition rate. Full time and partial week schedules are available. After selecting the desired schedule, you are responsible for payment of that schedule whether or not your child attends (unless a schedule change has been confirmed by the director). Statements and receipts can be provided upon request.

Sibling Discount: We offer a 10% sibling discount for the oldest sibling if both children are **enrolled at least three days per week**.

Payment Schedule: Weekly payments are due each Friday for the coming week of care. If Friday is a Holiday, payment is due on Thursday. Monthly payments are due during the first full week of the month. You are responsible for payment whether your child attends or not, unless other arrangements have been made with the director.

Methods of payment: Payments can be made with cash, check, or money order or by our website.

State Tuition Assistance: Students who qualify for State Tuition Assistance through DHHS need to fill out additional forms and submit them to DHHS. Once the student has been "linked" a meeting is held in the office between the Director and the parties responsible for the remainder of the balance that will need to be paid to Granite Start as well as answer any State Tuition Assistance Billing procedures and Policies.

Late Payment: All unpaid balances at the end of the month will receive a \$25.00 service charge that will be added to that statement. Should you be experiencing short-term difficulties in making payments, please discuss it with the Director/Financial Director to see if any accommodations can be made.

Returned Checks: If a check is returned due to insufficient funds, there is a \$25 fee to cover bank charges. Two returned checks with no extenuating circumstances will be cause for us to request future payments by money order or cash.

Re-registration Fee: Enrollment paperwork will be updated annually and a \$75 annual registration fee is requested to supplement classroom supplies for the school year.

Vacation: With advance notice, each family is offered one week during the year tuition free for the purposes of taking vacations.

Leave of Absence: If your family will be on vacation for at least three weeks, we offer a discount for the weeks away in order to ensure space upon your child's return. Please schedule an appointment with the Director/ financial director to discuss the rates and options available. If you choose not to pay the discounted rate, you can withdraw and then re-enroll your child when you return or pay the full tuition rate during the time you are gone. Re-enrollment will be on a space-available basis.

Late Pick-up fee: At 6:05 pm there will be a late pick-up fee charged of \$1 per minute. This fee is required at the time of pick-up.

Absence/Illness: So that our teachers may plan their school day appropriately, please call the center as early as possible when it is determined that your child is going to be absent. It is also important for us to know if your child has been diagnosed with a contagious illness so that we can notify staff and parents as required by the NH Bureau of Child Care Licensing. Tuition is not refunded or credited for days missed due to illness.

Notice of Withdrawal: We ask that you give a written two-week notice of withdrawal so that the teachers have adequate time to prepare your child and their class for the transition.

Inclement Weather: We will make every effort to remain open during inclement weather. In the event of a severe storm, we will attempt to open on a delayed basis, if possible. The general guidelines are as follows;

- If the Nashua Public Schools are closed for snow or other weather conditions, we are open regular hours for child care.
- In the event of a severe storm cause power loss, we will not open, and a message will be posted on our answering machine by 5:00 am.
- If a sudden storm occurs during the school day, and we decide for safety reasons that we should close early, we will notify you. Please ensure that we have all of your updated phone numbers and contact information.

Holidays: We are closed for the following holidays:

*New Year's Day	Martin Luther King Day (In Service Day)	
Presidents Day	Memorial Day	
Independence Day (Center clean-up day)	Labor Day	Tuesday after Labor Day
Columbus Day	Thanksgiving Day	Day after Thanksgiving
*Christmas Day		
*We close at 1:00 pm on Christmas Eve and New Year's Eve		

If a holiday falls on a Saturday, we will observe it on Friday. If the holiday falls on Sunday, we will observe it on Monday. We include the schedule of holidays in the overall tuition, so no adjustment is made for weeks that include a holiday.