

Dear parents:

Lately some parents have been abusing our drop-in policy, by scheduling kids and then canceling it at the last moment. Because drop-in care always involves extra work of management, as of today we include a new policy on a drop-in care in our Parent Handbook, which reads as follows:

Policy for Drop-in care

Drop-in care can be scheduled (and will be charged) for at least 1 hour. If parents choose to cancel already scheduled care: with more than 24 hours notice they will be charged 50% of total charges; with less than 24 hours notice they will be charged 100% of total charges.

Thank you for your business with us.