

## **BILLING QUESTIONS + ENROLLMENT CHANGES**

Rather than reaching out to your director, please submit a request form for any billing related questions or enrollment changes. This includes:

- Schedule Change (adding or reducing days)
- Enrolling Siblings
- Drop-In Days
- Leaving the Program
- Temporary Leave
- Vacation Time
- Key Card Replacement
- Other

**Billing Request Form: [www.connect2compass/billing](http://www.connect2compass/billing)**

**Billing Request Contact: [billing@compasschildcare.com](mailto:billing@compasschildcare.com)**

\*Request forms will also be posted in our lobbies.

### **When is tuition due?**

Invoices are sent out every Wednesday and are due by Thursday. Tuition paid is for the following week of care.

### **When are late fees applied?**

A late fee of \$25 will be assessed by Friday at noon for any outstanding balances. Kangarootime automatically adds this fee to your account. It will continue to add \$25 each week until outstanding balances paid in full.

### **What happens if we don't pay?**

If there are 2 weeks with no payment, enrollment will be terminated. Please reach out to your director if a plan is needed to continue enrollment.

### **Do we still pay on holidays?**

Tuition is due even if days are missed or in-case of holidays and other school closings.

### **Why am I being charged a 3% fee?**

A 3% fee is charged when using a debit or credit card. We recommend families use an ACH checking account as it is free.

### **How much notice for any changes?**

Any changes to your schedule, vacation time, disenrollment, drop-in days, etc. need to be requested at least 2 weeks in advance.