



We value our families and strive to provide education, care and nurturing for children who will make a difference. Although not necessarily the hallmark of our company, Wind & Tide has a number of policies to help ensure the integrity of our schools so that the programs we offer operate as smoothly and as professionally as possible.

## PAYMENT POLICY

---

Upon registration, parents/guardians must complete a Payment Checklist and Pre-Authorized (PAD) payment plan as agreement that they are financially responsible to pay any tuition or applicable fees for all months their child is registered in a class/program, including NSF payments which will be subject to a \$15 NSF Fee. Monthly tuition fees and payments are applied and processed on the first of every month. Under Wind & Tide's payment policy agreement, parents/guardians also acknowledge that any overdue, declined, or NSF payments must be submitted within 10 business days and that Wind & Tide reserves the right to refuse or revoke a child's registration (including attendance) from any program, at any time, due to any unpaid/outstanding balance on a family's account that is not paid by the requested deadline.

The required Registration fee for all programs is non-refundable. The prepaid deposit is applied as payment towards the final month's tuition of the registered program, except for Development Programs (*see section for more information*). In cases, where a child has been withdrawn mid-program (i.e. mid-year); the deposit will be applied as payment based on the terms of the program's withdrawal policy, outlined herein.

## PROGRAM WITHDRAWAL POLICIES

---

To withdraw from any Wind & Tide class/program, requests must be submitted in writing to the Administration office using the Withdrawal form which is available online in the Document Library on the Parent Portal. The date of withdrawal from any class will always be set for the last day of the month, or semester (Development Programs only), with no adjustments or prorated fees for requests to withdraw mid-month, or mid-term (Development Programs only), from a program.

The withdrawal policy for each Wind & Tide program is listed below:

### Preschool / Junior Kindergarten Programs

---

*Preschool programs include Three-Year-Old and Four-Year-Old classes, as well as half-day and full-day Junior Kindergarten classes.*

Prepaid deposits are non-refundable after June 30 prior to the start of the school year (i.e. Deposits due May 1, 2015, for classes starting for the 2015/2016 school year, will not be refunded after June 30, 2015).

To withdraw a child from a preschool class between July 1 and September 15, tuition payments will be canceled, however, the deposit will not be refunded and the child's position in the class will be forfeited.

To withdraw a child from a preschool class after September 15, parents/guardians must provide a minimum 30

days written notice (or 31 days written notice for those months with 31 days) prior to the last day of the month in which they wish to withdraw, or one month's fees shall be paid in lieu of notice.

**EXAMPLE:** If a parent wishes to withdraw their child from the Preschool program at the end of October (*last day is going to be October 31*), their completed Withdrawal form must be submitted to the Administration office before October 1.

Withdrawal requests must be submitted to the Administration office using the Withdrawal form which is available online in the Document Library on the Parent Portal. The date of withdrawal from any class will always be set for the last day of the month with no adjustments or prorated fees for those requests to withdraw mid-month from a program.

Requests to withdraw from the class will not be accepted after March 1 of any given school year.

Families providing withdrawal requests for departures effective after March 31 will still be subject to monthly tuition payments for the remaining months of the school year (April, May, June). Applicable prepaid Four-Year-Old class payments will be canceled or returned; except the \$50 non-refundable Registration fee.

Withdrawing a child from a current Three-Year-Old class, at any time, will also automatically forfeit their priority placement and registration for the corresponding Four-Year-Old Preschool class for the following year.

In cases where a family wishes to maintain their child's registration in a corresponding Four-Year-Old class, but still chooses to withdraw them from their current Three-Year-Old class, concessions can be made providing the annual tuition for the current Three-Year-Old class has been paid in full, in addition to the completed Payment Checklist and required payments for the following school year.

**There are additional terms and conditions applicable to Wind & Tide's Preschool programs, as noted below:**

Monthly Preschool tuition will not be prorated due to a child's illness or for any absence regardless of length (i.e. family vacation, etc.).

## Childcare Program

---

Whether registered part-time or full-time for any Childcare program, the prepaid deposit will only be applied towards a child's final month of tuition, permitting that the parents/guardian have provided a minimum of 60 days written notice to the Administration office. Withdrawal requests must be submitted to the Administration office using the Withdrawal form which is available online in the Document Library on the Parent Portal.

**EXAMPLE:** If a parent wishes to withdraw their child from a Childcare Centre at the end of November (*last day is going to be November 30*), their completed Withdrawal form must be submitted to the Administration office before October 1.

Upon receipt of the Withdrawal form, the withdrawal date will always be recorded, as the last day of the month and fees/payments will be charged accordingly.

No adjustments to monthly fees will be made for any mid-month withdrawal requests. Withdrawal date will always be recorded as the last day of any given month regardless of the last date of attendance at the facility and provided that the minimum notice has been provided (as stated above). Tuition is an applied monthly fee, and thus, will not be prorated.

**There are additional terms and conditions applicable to Wind & Tide's Childcare Centres, as noted below:**

For any reduction of registered days in the Childcare program, a minimum of 60 days written notice is required prior to the last day of the month in which you wish to withdraw.

Monthly tuition will not be prorated for those months with statutory holidays, Wind & Tide Professional Development (Pro-D) days (includes three Pro-D days in total between September and June), scheduled holiday closures (if applicable), or in the event of closure due to extreme circumstances (i.e. gas leak) or extreme weather conditions.

Monthly tuition will not be prorated due to a child's illness or for any absence regardless of length (i.e. family vacation, etc.).

Requests to temporarily swap registered days cannot be accommodated.

Drop-In days may be accommodated based on availability at the Centre. Parents/Guardians must contact the Administration office directly (not the Centre) to request any additional Drop-In days. Upon confirmation, parents/guardians will be obligated to pay the \$50.00/day Drop-In fee for any additional days their child is registered to attend.

## Development Programs

---

To withdraw a child from any Wind & Tide program, requests must be submitted in writing to the Administration office using the Withdrawal form which is available online in the Document Library on the Parent Portal.

Registration fees are non-refundable and non-transferable. Withdrawing a child from a Development Program before the first instalment payment date will cancel all future tuition payments for that program.

Once a Development Program begins in September, parents/guardians will have until 6:00pm on the day of the third class of Term 1 to withdraw their child from the class. Any withdrawal requests received within this period will qualify for a refund of the first instalment, less a \$50 withdrawal fee. All future tuition payments will also be canceled.

If withdrawing a child after the third class for Term 1, parents/guardians will be financially responsible for all scheduled Term 1 tuition payments. However, all future tuition payments for Term 2 would be canceled.

**EXAMPLE:** If a parent chooses to withdraw their child from a Development Program after the fourth class in Term 1, they will still be obligated to pay all remaining instalment payments posted under Term 1 as outlined on their Payment Checklist. However, all future tuition payments for Term 2 would be canceled.

If withdrawing a child from a Development Program after the completion of the Term 1, but before the start of Term 2 in January, parents/guardians will only have until December 31 of that same year to provide their completed Withdrawal form BY FAX OR EMAIL to the Administration office. Withdrawal requests received on/before this day will qualify for a refund of the first instalment for Term 2, less a \$50 withdrawal fee and all future tuition payments will be canceled.

If withdrawing a child from a Development Program after the first instalment payment date for Term 2, parents/

guardians will be financially responsible for all remaining Term 2 tuition payments as outlined on the Payment Checklist, unless their child is considered as a late registrant as specified below\*:

**Withdrawal Exception for Mid-Year/Late Registrants starting a Development Program in Term 2**

*For new students registered mid-year to start a Development Program beginning in January for Term 2, parents/guardians will have until 6:00pm on the day of the third class of Term 2 to withdraw their child from the class. Any withdrawal requests received within this period will qualify for a refund of the first instalment, less a \$50 withdrawal fee. All future tuition payments will also be canceled. If a parent/guardians submits a request to withdraw their child after the third class for Term 2, they will be financially responsible for all scheduled Term 2 tuition payments as outlined on the Payment Checklist.*

Upon registration, parents/guardians must complete a Payment Checklist as agreement that they are financially responsible to pay any tuition or applicable fees for all terms their child is registered in a program, including NSF payments which will be subject to a \$15 NSF Fee.

Under Wind & Tide’s payment policy agreement, parents/guardians also acknowledge that any overdue, declined, or NSF payments must be submitted within 10 business days and that Wind & Tide reserves the right to refuse or revoke a child's registration from any program, at any time, due to any unpaid/outstanding balance on a family’s account that is not paid by the requested deadline.

Wind & Tide reserves the right to cancel classes due to insufficient enrollment and/or unavailability of instructors and will make every effort to transfer a child’s registration to another suitable class. In the event that another class is not available, Wind & Tide will refund all fees (including the Registration Fee).

**Wind & Tide’s Development Programs also include additional terms and conditions, as noted below:**

A non-refundable Registration fee of \$50 per year, per student is required for all Development Programs (Ready to Read, Toastminors and Ready to Lead), except Kickstart. The non-refundable Registration fee for Kickstart is \$30.

Tuition and the applicable payment instalment amounts for each Development Program are listed on the Payment Checklist provided upon placement in a class, and are required to confirm a child’s registration in a program.

Tuition for Development Programs will not be prorated due to a child’s illness or for any absence regardless of length (i.e. family vacation, etc.).

## School Age Care Program (Evans Elementary School Campus)

---

Whether registered part-time or full-time in the School Age Care program, the prepaid deposit will only be applied towards a child’s final month of tuition, permitting that the parents/guardian have provided a minimum of 60 days written notice to the Administration office. Withdrawal requests must be submitted to the Administration office using the Withdrawal form which is available online in the Document Library on the Parent Portal.

**EXAMPLE:** If a parent wishes to withdraw their child from the School Age Care program at the end of November (last day is going to be November 30), their completed Withdrawal form must be submitted to the Administration office before October 1.

Upon receipt of the Withdrawal form, the withdrawal date will always be recorded as the last day of the month and fees/payments will be charged accordingly.

No adjustments to monthly fees will be made for any mid-month withdrawal requests. Withdrawal date will always be recorded as the last day of any given month regardless of the last date of attendance at the facility and provided that the minimum notice has been provided (as stated above). Tuition is an applied monthly fee, and thus, will not be prorated.

**There are additional terms and conditions applicable to Wind & Tide's School Age Care, as noted below:**

For any reduction of registered days in the School Age Care program, a minimum of 60 days written notice is required prior to the last day of the month in which you wish to withdraw.

Monthly tuition will not be prorated for those months with statutory holidays, Wind & Tide Professional Development (Pro-D) days (includes three Pro-D days in total between September and June), scheduled school holidays and/or closures, or in the event of closure due to extreme circumstances (i.e. gas leak) or extreme weather conditions.

Monthly tuition will not be prorated due to a child's illness or for any absence regardless of length (i.e. family vacation, etc.).

Requests to temporarily swap registered days cannot be accommodated.

Drop-In days may be accommodated based on availability at the Centre. Parents/Guardians must contact the Administration office directly (not the Centre) to request any additional Drop-In days. Upon confirmation, parents/guardians will be obligated to pay the applicable School Age Care Drop-In fee for any additional days their child is registered to attend.

**Evans Elementary Early Dismissal Days:** Additional care may be available on Early Dismissal school days permitting that there is sufficient enrollment. Upon confirmation, parents/guardians will be required to pay the applicable Drop-In fee for the additional care if they have signed up their child to attend the Centre on an Early Dismissal school day.

## CLASS CANCELLATION POLICY

---

Wind & Tide reserves the right to cancel classes due to insufficient enrollment and/or unavailability of instructors and will make every effort to transfer a child's registration to another suitable class. In the event that another class is not available, Wind & Tide will refund all fees (including the Registration fee). Please note that thirty days notice will be given in the event of a class cancellation.

## REVOKED REGISTRATIONS

---

If there are concerns with a child's needs/behaviour or concerns with a parent or guardian's needs/behaviour, all efforts will be made to resolve these matters.

Resolution steps will include, but shall not be limited to, meetings between parents/guardians and teachers,

discussions and meetings with Regional Directors and, in some cases, seeking input from Supported Child Development agencies.

If all efforts are unsuccessful in obtaining a resolution, and should the class be deemed a poor fit for the child and/or their family, registration/enrollment may be revoked at the request of Wind & Tide with no given notice. Such circumstances are uncommon, but may be a last resort for cases involving support needs, aggressive or abusive behaviour (by either child or guardian), or custody disagreements.

Please note that for families with joint custody/guardianship arrangements, Wind & Tide must follow applicable mandates outlined in any provided court order(s) or prepared legal documentation, issued by the court, court counsellors and/or related mediators. In cases where parents (separated or divorced) cannot agree to authorization in matters relating to attendance, pick-up/drop-off and/or tuition payments (including division of tuition payments), registration may be revoked.

Wind & Tide also reserves the right to refuse or revoke a child's registration (including attendance) from any program, at any time, due for any unpaid/outstanding balance on a family's account.

## POLICY RELATING TO JOINT (SEPARATED/DIVORCED) GUARDIANS

---

A **Separated Guardians Agreement Form** must be completed and submitted for any child with separated legal guardians who is registered in any Preschool, Kindergarten, Before and After-School Care or programs, and Childcare program.

The Separated Guardians Agreement Form must be completed, signed by both parties and submitted to Wind & Tide's Administration office, along with any other required documentation (*Example: Court Order, Family Court Counselor /Mediation documents, or mutual agreement between legal guardians*). The responsibility to provide completed documentation lies with both parents/guardians. Any requests to change any information initially provided upon registration, must be provided in writing, signed by both guardians and submitted to Wind & Tide's Administration office.

As per licensing regulations, any adult that is picking up/dropping off the child must be registered with Wind & Tide through the child's information on the Parent Portal. Unless restricted by court documentation, all legal guardians will be authorized to pick-up or drop-off the child.

Any additional authorized persons can be permitted to pick-up and/or drop-off the child provided that both legal guardians have agreed (unless otherwise clearly specified by court documentation). In cases of dispute, legal guardians are solely responsible for seeking legal recourse that requires the other party to consent or seeking court documentation to support their request.

For any event at the school or childcare, all legal guardians and guests will be permitted to be present. If both guardians choose to attend, it is the sole responsibility of the guardians to ensure that no disruption of the event occurs due to their presence.

Furthermore, Wind & Tide will operate as follows:

- Requests for information about the program in which the child is registered will be given, as requested, to any legal guardian. This information shall include registration information, class newsletters, class schedule and special events.

- Requests for information about the child’s routine, education or behaviour will be given verbally, as requested, to any legal guardian. This information will be strictly limited to observations made by Wind & Tide staff members. No requests to allocate causation shall be tolerated.
- Without exception, any request for written documentation about the child’s attendance, behaviour, or other details must be submitted through the guardian’s lawyer as a legal request, with legal notification given to the other guardian’s lawyer. *Compliance with such requests will remain at the sole discretion of Wind & Tide.*
- If there is any uncertainty, **as deemed by Wind & Tide**, as to any request or requirement of the court order, the legal guardians will be solely responsible for providing documentation consenting mutual agreement. If agreement cannot be reached, both guardians must go through from their respective lawyers with regards to any request. No request will be granted without approval from both lawyers and **in cases of dispute the child’s attendance may be suspended at the request of Wind & Tide without tuition compensation.** *Compliance with such requests will remain at the sole discretion of Wind & Tide.*
- **If there are concerns with a child's needs/behaviour or concerns with a parent's or guardian's needs/behaviour, all efforts will be made to resolve these matters.** Resolution steps will include, but shall not be limited to, meetings between parents/guardians and teachers, discussions and meetings with Regional Directors and in some cases, seeking input from Supported Child Development agencies. If all efforts are unsuccessful in obtaining a resolution, and should the class be deemed a poor fit for the child and/or their family, registration/enrollment may be revoked at the request of Wind & Tide with no given notice. Such circumstances are uncommon, but may be a last resort for cases involving support needs, aggressive or abusive behaviour (by either child or guardian), or custody disagreements.
- **Wind & Tide must follow applicable mandates outlined in any provided court order(s) or prepared legal documents, issued by the court, court counselors and/or related mediators for families with joint custody/ guardianship arrangements.** In cases where parents/guardians cannot agree to authorization in matters relating to attendance, pick-up/drop-off and/or tuition payments (including division of tuition payments), registration may be revoked.