





## WITHDRAWAL & POLICY ACKNOWLEDGEMENT

### Family's Request for Withdrawal

A deposit equivalent to one month's fees is required at the time of registration. It is held interest-free and put towards the fees for the month of June. During the school year, if you wish to withdraw or make changes from the program early, you must give a full thirty day notice in writing by the 1<sup>st</sup> day of the month prior to the change for a full refund of your deposit. Failure to do so will mean that your deposit is forfeited.

#### Notes:

1. The last date to be eligible to withdraw or make changes **during the school year** and receive a refund is March 1<sup>st</sup> for leaving April 1<sup>st</sup>. No deposits will be returned after this deadline.
2. Registration for the September school year takes place in early spring each year. For withdrawals or changes prior to starting in September **for the new school year**, there is no deposit refund! (Once you start in September then you can refer to number 1 above)

### Facility's Request for Withdrawal

Extra Steps Learning Centres Inc. can terminate its services to a family under the following circumstances:

- If fees for services are not paid in full and on time and suitable arrangements cannot be agreed upon;
- If the centre is unable to satisfactorily resolve a problem with a family;
- If a family member harasses, threatens or commits a violent or unlawful act toward a staff member, child or other family involved in the program;
- If a family picks up their child late three times or more without having made previous suitable arrangements;
- If, in the assessment of the staff, a child is unable to be safely managed in a group of children within the given adult-to-child ratio. In this case, termination of services will be a measure of last resort.

I have read and understand Extra Steps Learning Centres Parent Handbook, Policies and procedures and withdrawal policy.

Print Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_