IMPORTANT CRAYON BOX
SCHEDULING AND PAYMENT PROCEDURES

Please help us to keep our scheduling and payment routines functioning efficiently by referring to and following these procedures:

- **Schedule changes for the following week are due by 5 pm on Wednesday.** If schedule changes are received after Wednesday, any hours outside of the previous schedule will be charged at the Plan A rate. There will be no credit given if you are scheduling less hours.

- Schedules can be submitted with the purple form in the office, by phone message, or email to crayonbox@andrews.edu.

- You will be charged for whatever hours you schedule your child for. Care given outside of the scheduled hours will be at the Non-Scheduled Hours rate. No credit will be given if attendance is less than the scheduled hours. Hours not used cannot be transferred to another day.

- If a child attends on a consistent schedule, that schedule will continue to be in effect even during a week with a holiday and the same rate will be charged. Schedule changes can be submitted for Thanksgiving and Christmas holidays only. Discretionary days can be used to receive credit for holidays. Discretionary days per fiscal year:
  - Plan B (7 days).
  - Plan C (10 days).
  - Plan D (15 days).

- When a child is taken out of the schedule for a full week or longer, a $50 Change of Plan fee will be charged to hold the child’s spot. The fee will not be charged for children already on Plan A and Andrew University faculty, staff and students.

- **PAYMENT BEFORE SERVICE** must be our policy to remain a financially sound business.

- Tuition is due on the scheduled “due date” every other Friday. A “Billing Time Line” is posted on the office bulletin board, a reminder notice will be displayed on the Friday tuition is due, and the dates are clearly marked in each monthly calendar. If payment has not been received by Tuesday morning following the Tuition Due Date, a reminder will be placed on the time clock. A 1% carrying charge will be posted to the account on Wednesday afternoon following the Friday when the payment is due. **We will be unable to provide service for your child on the following week if there is an unpaid bill and no payment plan is in place.**

- Please plan accordingly. We are a business with financial obligations. Communicate with the office if unavoidable circumstances arise. Payment plans can be arranged in case of emergencies only.