

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:

- A “Change of Hours” (purple form) must be filled out and submitted to our office no later than 5:00 p.m. Wednesday of the preceding week. Submitting your schedules by this time is imperative because weekly staffing is based on child hours. The change becomes effective the following week starting on Monday. If schedule changes are received after 12 pm on Thursday but before 12 pm on Friday, 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 received after 12 pm on Friday of the following week will have hours outside of the previous schedule charged at the Drop-In rate if there is room to accommodate that schedule. There will be no credit given if you are scheduling less hours. Schedule changes are subject to availability if received after 5 pm on Wednesday.
- Schedules can be submitted with the purple form in the office, by phone message, through the Remind App, 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.
- Your written schedule request will remain as your set schedule in the computer system until you submit another written request. If you are requesting hours for “one week only”, please make sure that you enter a second form requesting the schedule to go back to the original hours or to “no hours” for the following week.
- 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 charges. Schedule changes may be submitted for credit of the day off for the Thanksgiving and Christmas holidays only. Discretionary days may be used to receive credit for days the child was scheduled but did not attend. Discretionary days per school year: Plan B (5). Plan C (7). Plan D (10).
- When a child is off 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 be refunded for children of Andrew University faculty and staff (upon return). The fee will also be refunded for Andrews University students during university breaks (upon return). This fee will not be refunded if a child does not return.
- PAYMENT BEFORE SERVICE must be our policy to remain a financially sound business.
- Advance Payment Plans: Fees for the contracted plan are due two weeks in advance. Billing follows a two-week cycle according to the Billing Calendar. 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. Failure to make payment or arrangements for payment within 30 days of the due date may result in termination and re-registration fee for re-enrollment. (All scheduled hours are subject to advanced payment.)
- 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.