



**LITTLE
LIFE
ACADEMY**

FREQUENTLY ASKED QUESTIONS GREENBRIER

What are the Hours of Operation?

Little Life Academy - Greenbrier will follow the Greenbrier Public School calendar.

Hours of operation:

Monday through Friday from 7:00am-4:00pm

Tuition payments

Tuition payments will be made via the Brightwheel Billing system. Monthly tuition statements will be available via Brightwheel for review on the 1st of each month and will be automatically drafted on the 15th of each month. We encourage parents to review the statements prior to the 15th to ensure the information is correct. Please report any billing discrepancies to the facility Director as soon as possible to prevent billing errors.

Tuition payments can be made at any time throughout the month as needed, but any outstanding balances on your account will be automatically drafted on the 15th. Billing fees will apply to each individual transaction. Billing fees are as follows: 2.9% for credit card drafts and .60 for bank account drafts and will apply to each individual transaction.

Should a payment be returned due to insufficient funds a \$25.00 fee will be added to your account. Should this happen, you will receive an email via Brightwheel letting you know your account was insufficient. At that time, please update your payment information and resubmit. If the payment declines a second time, you will be charged a \$50.00 fee and the same process will follow. If your payment is declined a third time, dismissal from LLA will be considered. Lla has a "no pay, no stay" policy and there are no refunds or credits for absences, sicknesses, mishaps, weather related closings or holidays.

A non-refundable registration fee must be paid at the time the child is enrolled or re-enrolled into the program.

Late Pick Up Fees

A \$2.00 late fee is charged for every minute that a child is picked up after the designated departure time that applies to your enrollment status. The center clock is the time that is logged at arrival and departure time and all fees will be invoiced via Brightwheel and will reflect on your following month's statement.

Dismissals

Little Life Academy reserves the right to terminate a child's enrollment if the Director decides it is not in the best interest of the child and/or Little Life Academy to continue enrollment. Childcare may be terminated when the following occurs:

- **Parent gives false or incomplete information about enrolment requirements.**
- **Continued enrollment of the child becomes hazardous to the health or safety of the teachers or other children**
- **Parent fails to pay tuition**
- **Parent fails to have child immunized according to Little Life Academy regulations and does not have a waiver**
- **Parental abuse of the policies and procedures**
- **Parents using offensive language or harassing staff**
- **Parental abuse of the late pick-up policy**
- **Reasons of non-cooperation**
- **Inability to adjust to program guidelines**
- **Other situations where the Director deems it necessary**

Withdrawals

Should a parent decide to withdraw a child voluntarily, a two-week written notice is required. The account must be current and paid in full at the time of withdrawal. In the event that a two-week notice is not given, parents will still be charged and required to pay for 2 weeks of tuition. If a child is voluntarily withdrawn and the parents decide to re-enroll the child, the child will be put at the bottom of the waiting list, and a new registration fee must be paid. Spaces will not be held for children who are dropped for the last month of school in May and wish to re-enroll in the fall. You must be enrolled for the entire spring semester to be eligible to have first choice of positions for Fall enrollment.

Do you provide meals?

All lunches are to be provided by the parent. LLA will provide a morning snack, afternoon snack and drinks for lunch and snacks at no additional charge to the parent. If your child has a milk allergy, the parent will be required to provide their own milk alternative (must not contain any nuts).

What are the Staff and Child Ratios?

Little Life Academy will follow the ratios established by the State of Arkansas, guaranteeing the safety and welfare of your children.

12-24 months:	1 teacher per 5 children
24-36 months:	1 teacher per 9 children
3 - 4 years:	1 teacher per 12 children
4 - 5 years:	1 teacher per 14 kids.

What Items Should Be at Preschool?

Little Life Academy requires the following labeled items in your child's cubby box if applicable:

Bag or a backpack

ALL children will need an extra change of clothing (weather appropriate) kept in their bags at all times; please include a large zip lock sack for soiled garments.

Each child will have a work folder sent home each day with your child's work, letters from teachers, art, and other work that your child did during the day. Please check this folder daily. You may also use it to send letters to your child's teacher or director as well.

Labeled Diapers, sippy cups or other items needed by your child.

Blanket and/or pillow that can be left at school. All blankets and pillows - MUST be child size. Due to DHS standards we must have a specific type of mat. For your convenience, LLA Conway will order the specific mat needed for you unless you have one from a previous year that is still in good shape.

Personal sippy cups should be sent for 1 and 2-year-olds and will be sent home daily.

Naptime items will be sent weekly to be laundered. Please label all items. Little Life Academy will not be responsible for lost or stolen items. Please bring only enough items for one day at a time. (Do not bring a package of diapers or wipes, but keep enough for the day in your child's bag.)