Dear Parents/Guardian,

Thank you for entrusting Itsy Bitsy Steps Learning Center with providing child care services for your family. We are honored that you have become a part of the Itsy Bitsy Steps family. We share a small amount of your child’s life and are privileged to be given the opportunity. Our goal is to impact our students’ lives educationally, emotionally and socially so they are provided with a strong foundation for future. We are elated to work as a family to help each child reach goals that are set for them throughout their time at Itsy Bitsy Steps Learning Center. We strive not only to provide a challenging and age appropriate academic program but a secure, personal environment of care to each individual student. Because of our partnership and commitment with each and every family we have updated our policy.

Our center’s policy has been updated and will be in effect July 19, 2019. For your convenience check your balance, online payment services, and emailing center with Procare. All delinquent balance must be paid **in full** no later than August 9, 2019. Payments are due on **Thursday**. Our late fees are added on a weekly basis when payments are late **($25)**, which will be added on Friday’s of that week by 9:00 a.m. In order for your child to receive care; payments must be submitted on Friday. However Monday morning’s before any child care is rendered payments is due immediately. Plan ahead of time to pay fees accordingly.

Policy Reminder:

* When drop off/pick up please do not block drive-thru. If you will take more than 5 minutes, please park.
* Absences: Please be courteous to center and call or email if child will not be in attendance.
* ALL children should arrive at the center by **9:00 a.m**. Please call to inform center before 9:00.am. about any late arrivals. child will ONLY enter the center after 9:00 a.m. with a doctor’s excuse.
* If your child is sent home with sickness doctor excuse is needed to return.
* Please provide the center with up-to-date shot record when child visits doctor for shot updates
* Child (ren) running temperature should be free of temp 24 hours before returning to center.
* Please make sure children items are labeled with child’s name. (diapers, wipes, bottles, cups and etc)
* If child do not need a sippy cup please do not bring one
* Signing child in/out is mandatory; especially if you’re using government funded program.
* Please bring children item on daily or weekly bases (diapers, wipes, change of clothing etc) Each Child has a designated cubby in classroom to place items.
* Outdoor play requires children to wear closed toes shoes.
* Each day child(ren) have allotted time of 10 hours in child care setting. Policy states going over hours will result in (10) fee. We aren’t responsible for going over hours if you forgot to sign out.
* Car Seat: For the lack of space at our center. We ask that you make arrangements with person picking up child no car seats can be left at center.
* If you have any information that needs updating (address, phone number, etc) for your convenience log into your Procare account. If you haven’t sign up take time to do so.
* No Procare Payments can be made under 50 dollar
* Child care fees must be paid weekly to save your spot. **No partial payments** will allow child to receive care for following week.
* Registration is due every August when updating dss forms 2900, enrollment and etc. Registration fee is automatic charge to your account by second week in August.
* If your planning on withdrawing from center, a two week notice is require and your account will continue to be charge if we are unaware. Any unpaid balances are due and no future services or documents will be giving unless delinquent balance is paid in full.

If you have any question are concerns please don’t hesitate to contact center by phone (803) 938-5473 or email [itsybitsystepslearningllc@gmail.com](mailto:itsybitsystepslearningllc@gmail.com) or [itsybitsysteps101@gmail.com](mailto:itsybitsysteps101@gmail.com)