

## FREQUENTLY ASKED QUESTIONS

### **What do the children do while attending Armonk Children's Corner (ACC)?**

The Armonk Children's Corner is a curriculum based before and after school child care program. A monthly calendar is prepared and distributed the first week of every month, listing each day's scheduled project/activity. Activities provided range from arts and crafts, cooking and baking, science and nature, organized athletics, cooperative games, special events, workshops and more. Children are also given a snack when they first arrive. Children's Corner has use of the school's playground, gymnasium and soccer fields when they are available.

### **When does registration begin?**

Registration for our fall programs begins on or after May 22<sup>nd</sup> for new members. Registration is on a first come, first served basis.

### **What is a drop-in?**

Drop in students are children that do not need regular day care and usually only need care a few times per month or per year. Drop in parents register the same way our enrolled members do, only they are required to pay an annual \$50 registration fee and submit payment at the end of each session, at the time of drop off in the AM and pick up in the PM. Daily rates for drop in (un-enrolled) students are \$25 per day, per child in the AM and \$45 per day, per child in the PM. It is important that you notify the Center as early as possible if your child will be attending our program as a drop in. We are expecting a very full enrollment, so priority will be given to our enrolled members first and any additional spaces left each day will be given to our drop-in students on a first come, first served basis.

Additional days can also be used for enrolled members at the cost of \$20 per day in the AM and \$30 per day in the PM. For all drop ins, we require at least 24-hour notification of your child's attendance.

### **When do your semesters begin/end?**

There are two semesters in a school year. Fall semester begins on the first day of school in September and ends on January 31<sup>st</sup>. Spring semester begins on February 1<sup>st</sup> and ends on the last day of school in June. ACC is closed over the summer and whenever the Byram Hills School District is closed.

### **What is the cost of ACC?**

ACC is tuition based, which means it receives all of its funding through its members' tuition. Members pay tuition each semester. Each year's rates can be found on our website, [www.armonkchildrenscorner.com](http://www.armonkchildrenscorner.com). Tuition rates vary based on the number of days needed. Tuition can be pro-rated if a member's start date is after the start of a semester. All tuition and fees are non-refundable.

**What does my tuition include?**

ACC tuition includes all of the snacks, and curriculum materials needed to run our program. Tuition also covers the half day dismissals in December, March and June. Half day coverage varies based on the number of days you are enrolled for in our PM program. For members enrolled in three or more days in our PM program, all of the half day programs (12-3 pm) are covered. AM tuition does not include our half day programs. Open Enrolled tuition does not include our half day programs.

**Do you offer discounts if my child is only at ACC for a short time?**

No. When you enroll your child in our program(s) that is a space on our roster that we cannot give to another member. Whether your child attends until 4:30 PM or until 6:30 PM, the tuition due is the same.

**Do you accept credit cards?**

Yes. ACC accepts Master Card, Visa and Discover. A credit card authorization form is included in the emergency contact packet. If you would like to pay your tuition, and/or drop in fees via credit card, please complete this form and return it with your emergency contact materials. ACC also accepts checks made payable to Armonk Children's Corner. ACC cannot accept cash payments at this time.

**What if I need to change my days after the start of a semester?**

Days should be determined prior to the start of a semester. Once the semester begins, days should not be substituted or changed. If a day change is necessary and we can accommodate such a change, the day change will be granted and a \$20 administrative fee will be charged. For our members' convenience, we allow one free day switch per child, per semester. After this, the \$20 administrative fee will apply.

**What if I know I am going to need a specific number of days, but those days will not always be the same?**

ACC understands that some parents have schedules that are continually changing, but their need for regular child care still exists. We have designed an open enrollment plan for parents who need child care on a regular basis, but cannot commit to a particular day or days per week and do not want to pay higher drop in rates that our un-enrolled (drop in) parents pay. At the time of registration, just check the Open Enroll box on our registration form and the program(s) you are interested in. If the number of days needed is known at the time of registration, please mark this down on your form as well. Parents who enroll as open enrolled members will enroll the same way they would if they committed to a particular day(s). All tuition rates and enrollment procedures remain the same. The only difference is parents using our open enrollment plan choose their days at the start of each week or as soon as they know their weekly schedules. If a previously scheduled day is not used for any reason, that day can only be made up during that week only. Missed days cannot be added to any other weeks.

We ask that all parents using our open enrollment program call or email the Center at the beginning of every week to let us know what day(s) their child(ren) will be attending our program(s). Half day programs are **not** included in the open enrollment tuition. If a half day is needed, the rate of \$30 per child for the 12-3 PM session will be charged.

**Do you issue credits or refunds for any un-used time?**

ACC does not issue credits or refunds for any pre- paid days your child has been absent from our program (for example, vacations, play dates, brief illnesses etc). Credits/refunds are only issued for absences due to a child's severe, prolonged illness, a change in a parent's work schedule or a relocation. If a refund is requested due to an extenuating circumstance as mentioned above, a letter to the ACC Board of Directors must be submitted explaining why a refund is requested. If a refund is granted, the un-used tuition minus a one month penalty will be issued.

**Do you offer payment plans?**

ACC offers two payment plan options that our members can take advantage of. Members can pay in two installments or three installments each semester. For parents using our two-installment plan, payments are due on August 1<sup>st</sup> and November 1<sup>st</sup> for the fall and January 1<sup>st</sup> and March 1<sup>st</sup> for the spring. For parents who wish to use our three installment plan, payments are due on August 1<sup>st</sup>, September 1<sup>st</sup> and October 1<sup>st</sup> for the fall and January 1<sup>st</sup>, February 1<sup>st</sup> and March 1<sup>st</sup> for the spring. Please contact our Business Director with any questions regarding our payment plans at [billing@armonkchildrenscorner.com](mailto:billing@armonkchildrenscorner.com).

**Can my child have a play date at Children's Corner?**

Due to our large enrollment, we have temporarily suspended our play date program.

**Do you offer discounts for multiple children?**

Yes. Armonk Children's Corner offers a 20% sibling discount. If more than two children are enrolled in one or more of our programs, then a 35% third child discount will be issued. Sibling discounts do not apply to drop in students.

**Do you offer any discounts for referring new members?**

Yes. Children's Corner offers a 5% referral discount for every new family our members successfully recruit. Parents who refer new members to our program will be able to take 5% off of what the new family has paid in tuition off of their own tuition. If tuition has already been paid by the referring family, then a credit for the amount of the referral will remain on the member's account, and will be used towards the next semester's tuition. A successful referral is a member who has paid his/her tuition in full. Once payment has been received in full, the discount will be issued. There is no limit to how many families a member can refer.

**Do you offer military discounts?**

Yes. Armonk Children's Corner currently offers a 5% military discount for ALL members currently serving in the military. Both drop in and enrolled members are entitled to this discount.

**Do you offer homework assistance?**

Yes. We offer homework assistance but only upon request. If your child requires homework assistance, while he/she is attending ACC, please let us know. You will receive a homework assistance form. You will be asked to provide specific instructions, such as the homework you would like completed at ACC. If there is homework that you would like saved for when the child gets home, please include this as well. We are only able to provide homework assistance for 45 minutes at this time. If your child does not require assistance, but you would like his/her homework completed at Children's Corner, please indicate this on the form. Children who do not require assistance, will have unlimited time to complete their homework in a quiet location.

**What if I want my child to attend another activity on a scheduled ACC day?**

If your child attends another activity on school grounds on a scheduled ACC day, ACC will gladly retrieve your child at the end of the activity. When you sign your child up for an activity, it is important that you notify our Center. An activity form will be sent to you, and that form must be returned to us prior to the start date of the activity. This form will tell us when the activity starts, when it ends, how many weeks it will last and when/ where to pick up your child. This form must be filled out every time you enroll your child in an activity on an ACC day. If two activities are chosen, then two separate forms should be filled out and submitted. If an activity is cancelled due to weather, or other emergency and you would like your child to report to ACC at dismissal time, you must notify ACC so we know to expect your child directly after school.

**What are the procedures for ensuring my child's safe arrival at Children's Corner?**

The Byram Hills School District has a strict dismissal note policy. Please note, this is the district's policy, not ACC's. All children are required to attend school each day with a note stating where he/she is to report after school. THESE NOTES ARE VERY IMPORTANT. If your child arrives at school without a note, his/her teacher will assume that your child is to go home on the bus, even if he/she is scheduled for ACC. This can be very stressful for a new kindergartener, especially the first week of school. So please be sure to send your child to school each day with a note detailing your child's after school plans.

**What happens if my child gets on the bus by accident?**

The district's note policy is designed to prevent this from happening. However, if you forget to send a note to school with your child and he/she is sent on the bus, an ACC staff member will call to notify you immediately after dismissal that your child was sent home on the bus. From there, a staff member will notify the main office that your child was accidentally sent home on the bus, and that he/she must be returned to the school for ACC. Once your child is returned to us, you will receive a call notifying you that your child has safely arrived at our Center.

**If I notify the school, do I have to call you if my child is sick or has a play date on a day he/she is scheduled to attend ACC ?**

**Yes.** If your child is sick or will not be attending ACC due to a play date or other engagement, you must call or email the Center to let us know not to expect your child on that day. Armonk Children's Corner **does not** receive any phone or written messages that you send to the school. If your child is on our attendance list, and we have not heard from you, it will be assumed that he/she will be attending on that day. Student accountability is our priority. We view every un-reported absence as an emergency. Please note, our child retrieval procedures involve at least one teacher to be out of the room until your child is located. To avoid the unnecessary disruption of our program, it is vital that you call or email the Center prior to the start of our program, if your child will not be attending our program.

**What happens if I cannot get to the Center by 6:30 pm to pick up my child?**

Children's Corner charges \$5.00 for the first 15 minutes after 6:30 PM your child is in our care. After this time, the fee goes up to \$1 per minute your child is in our care after 6:45 PM. The Center requires notification if you are going to be late picking up your child. If we have not heard from you, cannot reach you or your child has been in our care for over thirty minutes with no correspondence from you, it is ACC policy to notify the local police department.

**Workshops and Classes**

ACC offers special workshops and classes throughout the school year that are reserved for our enrolled members only. Workshops and classes are usually between an hour to an hour and a half in duration and run for six weeks. There is usually a small materials fee for our workshops and classes and range from \$50-\$100 per child for the six week sessions, depending on the materials required to run the classes.

**Contact Us**

For more information on our programs please contact us at [info@armonkchildrenscorner.com](mailto:info@armonkchildrenscorner.com) or by phone at 914-815-3835 (mobile) 914-273-6224 (office)

Offices are closed during the months of July and August. Please contact us via email or on our mobile phone over the summer.