



## **Otter Learning FAQs (Parents)**

### **Q. What / Who is Otter Learning?**

A. Otter Learning is a network of early childhood education centers dedicated to successful outcomes for all students in its care and staff members. Our goal is to increase access to high-quality childcare for families by introducing best-in-class practices and elevating the service offering at each school in our network.

#### Mission

- Be Safe, Be Kind - Let's Grow Together.

#### Vision

- Our vision is to be the leader in providing community focused early childhood education for children from all backgrounds. We will be known for our exceptional educational programs, talented teams, and community relationships. We will always take pride in our unique blend of fun and learning in a safe and nurturing environment.

#### Values

- Growth & Innovation - We will continue in our efforts to promote education, constantly improve our services, and nurture top talent to provide a unique and exciting environment for everyone in the Otter Learning family.
- Partnership - We believe in working together as a team and community.
- Quality - We will offer an environment that fosters development, facilitates success, and encourages integrity.
- Inclusion – All children, families and team members are welcome.
- Safety – We will deliver a safe setting for our students, team and community.

### **Q. Can I enroll my child in an Otter Learning school at any time?**

A. Yes. Enrollment at all Otter Learning locations is ongoing as long as space is available.

### **Q. How do I communicate with Otter Learning?**

A. We ask that daily communication continue to go through your school's Assistant Director and Director who will escalate to their Regional Director as necessary. If you need to speak with a supervisor, your on-site Director will gladly connect you with the appropriate contacts.

### **Q. Where can I find the enrollment forms?**

A. Please visit the enrollment section of the school website you are interested in joining to download all the necessary forms. Any additional school specific forms can be provided by the Director upon enrollment.

### **Q. I was not able to enroll my child at my preferred location because there was no space available. Can I be put on a waiting list?**

A. Yes. To place your child's name on the waiting list simply contact the center director and provide them with your child's information. In the meantime, they can assist you in finding available space in one of the other convenient Otter Learning locations until space becomes available for you to transfer to your preferred location.

### **Q. How can I find an Otter Learning center near me?**

A. Visit the Otter Learning website for a list of all schools ([www.otterlearning.com](http://www.otterlearning.com)).

### **Q. Does the school use a curriculum?**

Y. Otter Learning has partnered with Learning Beyond Paper, an age-appropriate, digitally-enabled curriculum that allows are teachers and students to explore thousands of weekly lesson plans that meet all state specific standards. Your child will be introduced to art, music, mathematics, science, reading, fitness and more! We provide monthly take homes for parents to track exactly what their students will be learning in the classroom so that you can follow along and continue the learning experience at home.



OTTER LEARNING

Many of our schools also offer school specific and age specific supplemental curriculum based on parent and student feedback. Our goal is to ensure that each community is receiving the ideal educational experience in each school.

**Q. What is the average adult to child ratio at most Otter Learning locations?**

A. Each Otter Learning school meets or exceeds state regulations regarding adult to child ratios. You can rest assured that your child will receive an abundance of attention from trained and caring early childhood professionals.

**Q. How will I be informed about my child's progress at school?**

A. Effective communication happens on an ongoing and daily basis beginning with a daily report that you will receive detailing your child's day via Brightwheel. In addition, teachers will track your child's development by taking observation notes based on our curriculum. Of course, directors and teachers are always available to speak with you at any time.



**Tuition Agreement**

2022-2023 School Year

1. **TUITION:** I agree to enroll my child(ren) in the following program(s):

Child Name	DOB	Classroom / Program	Gross Tuition	Discount / Subsidy	Net Weekly Tuition
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
Total Weekly Tuition			\$	\$	\$

I understand that rates are subject to change as conditions require, and tuition rates are based on my child's age, classroom, and eligible program. I will receive as much advance notice as possible of all rate changes. I understand that I will be required to show proof of continued eligibility for any applicable discount. If the state or another third-party agency has agreed to provide tuition assistance toward my child's tuition, I understand that it is my responsibility to maintain eligibility with that agency, and I will be financially responsible for any tuition not covered by the agency. If at any time my child becomes ineligible for tuition assistance, I understand that I will be responsible for the full private pay tuition rate should I choose to continue my child's enrollment.

- REGISTRATION FEE:** I understand that a non-refundable, initial registration fee is due and payable upon enrollment. The initial registration fee is **\$125** per child *or* **\$175** per family. I also understand that in order to continue enrollment, an annual re-registration fee of **\$125** per child *or* **\$175** per family must be paid at the start of each new school year. Registration and re-registration fees are not refundable and are not credited towards the payment of tuition or fees; however, they may be transferable to another Otter Learning School.
- ENROLLMENT DEPOSIT:** I understand that at non-refundable enrollment deposit, equal to 1 week of my child's tuition, is required to reserve my child's spot for the upcoming school year. This deposit will be credited toward my child's final week of tuition if two-weeks of written notice is provided to the school Director.
- PAYMENT OF TUITION:** Tuition is due and payable on Friday for the upcoming week. Tuition is considered delinquent if remaining unpaid by 5:00pm on Friday afternoon. If a batch ACH or Credit Card payment fails, there will be a **\$35** failed payment fee per occurrence. After a failed payment notification, payment is required at the front desk / point-of-sale ("POS") before the next day of attendance. A late payment fee of **\$20** will be assessed each day a payment is delinquent. Additionally, if a batch payment fails on more than one occurrence, the school will require that account to be paid via POS payment on Fridays at drop off. I understand that any discounts or promotions I may be eligible for will not be applied if tuition is delinquent. Should my account remain delinquent as of 7:00 pm Wednesday, I understand that I will be asked to withdraw my child until payment in full is made. If Otter Learning finds it necessary to submit my account for collections to an affiliated collections agency, all fees associated with collections will be added to my balance.
- PAYMENT METHODS:** Tuition will be collected weekly on Friday for the upcoming week via Tuition Express. Upon enrollment I am required to submit an 'Automated Payment Processing' form authorizing the processing of funds weekly from the checking, savings, or credit card account I've indicated. The amount processed each week will cover the balance of all tuition and fees due on my account at that time. Should I need to change the account for automated processing, it is my responsibility to contact my child's school and submit a new "Automated Payment Processing" form prior to Friday when automated payments are processed. If at any time I prefer to use a different credit card for a one-time payment, or pay ahead any portion of my child's tuition, I may do so prior to automated payments being processed on Friday by presenting my credit card for a POS transaction. POS transactions will be processed for the amount I choose. If a balance remains on my account when automated payments are being processed, I understand that amount will be processed from the checking, savings, or credit card account I indicated on my 'Automated Payment Processing' form.

Parent Initials	
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6. **ADDITIONAL FEES:** I understand and agree that additional fees for school services may be charged during the year. Only 1 discount can be applied to any family account.
  - a. ACH Fee – Free
  - b. Alternative Payment Fee: 3% for all non-ACH transactions (credit card, debit card, etc.)

Any fees assessed by my bank or financial institution for any reason, including but not limited to failed, declined, or returned payments, will be my sole responsibility and are not the responsibility of Otter Learning.

7. **APPROVED DISCOUNTS:** I understand and agree that only 1 discount can be applied to any family account.
  - a. Sibling Discount (Added to Lowest Tuition Child) - 10%
  - b. Military Discount (Added to Each Child) - 5%
8. **EARLY WITHDRAWAL/REMOVAL FROM PROGRAM:** I agree to provide two weeks written notice of early withdrawal/removal from the program. If I do not provide two weeks' written notice, I will be responsible for an additional two weeks of tuition and authorize Otter Learning to continue processing automated payments for two weeks from the checking, savings, or credit card account I indicated on my 'Automated Payment Processing' form.
9. **LATE PICK-UP:** If my child is picked up late, I will be charged **\$20 + \$1/minute** for each occurrence and child. I understand that routine late pick-up cannot be accommodated. If my child is not picked up at closing time, the school will attempt to contact all persons I have authorized to pick up my child. If none of the authorized contacts can pick up the child, the school will place a call to the Police Department for assistance.
10. **PART-TIME OFFERING:** I understand that that part-time care is provided on an exception basis only and priority is given to children on full-time / 5-day schedules, which provides the best continuous learning and care experience for children. Should Otter Learning find it is unable to enroll more children to maximize its occupancy because of your part-time program exception, your current program may no longer be available. If we are no longer able to provide an exception for your program days, we will give you adequate notice and priority status in your choice of a full-time program.
11. **SPECIAL PROGRAM FEES:** My child's school may offer optional programs and activities for fees in addition to regular tuition. If I elect to enroll my child in these programs, I understand that the fees are due and payable in accordance with the agreement made for that program. Enrollment in the program will continue until I provide written notification of withdrawal, or until such time as the program has ended.
12. **BABY-SITTING BY STAFF:** Otter Learning prohibits staff from baby-sitting for families enrolled in our program. I understand that the company considers baby-sitting to be a conflict of interest, and agree not to solicit the services of school staff.
13. **PARENT HANDBOOK:** The Otter Learning Parent Handbook includes additional information about policies, procedures, programs and services. The Handbook is incorporated by reference into this Agreement.

I hereby acknowledge that I have received a copy of the Otter Learning Parent Handbook and a copy of this Enrollment Agreement. I have read, I understand, and I agree to all terms and conditions of the Agreement. This Agreement and any attached Addendums supersede any prior written or verbal agreements.

Parent / Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent / Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director / Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent Initials	
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