



REFUND POLICY

A refund of 50% of your full-time fees for each day absent will be issued if your child is absent for 10 consecutive days due to hospitalization or illness. A written request for the refund and a doctor's certificate will be required by PLASP prior to the provision of the refund.

All refunds will be processed as an adjustment to the next scheduled payment.

Refunds will not be issued for the following:

- Occasional absences by your child due to illness
- Registration fees
- Cancellations from the program made with less than 10 business days' notice prior to your next pre-authorized payment date
- Child care centre and/or program closures due to reasons beyond the control of PLASP Child Care Services such as school closures.

Vacations requests for Early Learning and Child Care Centres

- **March Break and/or Winter Holiday (Christmas):**
Parents receive a 50% reduction in fees with 8 weeks' notice
- **During the school year:**
Any time during the school year, if the parents take's a one week vacation, they will receive a 50% reduction of their fees with 10 business days' notice, prior to the bi-weekly payment date.
- **During summer months:**
Parents will receive a 100% reduction in fees during July and August with 10 weeks' notice prior to the first Monday in July. Vacation requests received after the deadline are subject to a \$60 per week/per child fee. **Please note beginning January 2020, vacation requests received after the deadline will be subject to 50% of the weekly fee/per week/per child.**