



Policy & Procedure: Extended Enrollment Hold

Applies To: Families requesting to reserve an enrollment spot for longer than one month.

1. Standard Enrollment Hold Policy

- River City Early Learning Center offers a **two-week hold at no cost**, with the enrollment process typically beginning **2-4 weeks in advance** of the desired start date.
 - Families who need to **hold a spot longer than one month** must follow the additional requirements outlined in this policy.
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2. Enrollment Requirements

To secure an enrollment spot, families must complete the following:

1. Brightwheel Account Setup

Families must create and activate a **Brightwheel account** to manage communication, billing, and digital forms.

2. Non-Refundable Registration Fee

- The **registration fee is due by the assigned due date** to confirm enrollment.
- If not received on time, **the orientation will be canceled**, and the enrollment spot will be offered to the next family on the waitlist.

3. Orientation Scheduling & Attendance

- Families must **schedule and attend an orientation** prior to their start date.
 - All **digital forms** must be completed in Brightwheel before orientation.
 - All **hardcopy enrollment forms** must be **fully completed and brought to orientation**.
 - If hardcopy forms are **incomplete or missing**, the orientation will need to be **rescheduled**, delaying the enrollment start date.
 - Up-to-Date Immunization Records & Physician's Report Form
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3. Extended Hold Policy

For families who wish to hold their child's spot for **longer than one month**, the following **payment structure applies**:

- A **two-week tuition deposit is required per month of reservation**.
- The deposit is immediately applied as a **credit to the family's Brightwheel account**, available for use upon the child's start date.
- The deposit must be paid by **cashier's check or money order only**—personal checks, credit/debit cards, or electronic payments are **not accepted** for this payment.

Example:

- A family reserving a spot for **three months** before starting care must pay a **six-week tuition deposit** (two weeks per month).

- If a family **adjusts their start date to a later month** than originally planned, **deposits for unused months will be forfeited** (i.e., non-refundable).
 - If the child starts during the **last week of a month**, the full **two-week deposit** is still required.
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4. Adjusting, Cancelling, or Failing to Start on the Reserved Date

- Families must provide written notice if they wish to **adjust or cancel** their reserved start date.
 - If a family **extends their start date to a later month**, any **unused months of the deposit will be forfeited**.
 - If the family **withdraws from enrollment entirely**, the **registration fee and all deposits remain non-refundable**.
 - **If the child does not start on the anticipated start date and there is no communication from the family after 3 days, the entire deposit will be forfeited (non-refundable), enrollment will be dropped from the program, and the spot will be made available to the next family on the waitlist.**
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5. Enforcement of Policy

- **Failure to complete any enrollment steps** (immunization records, forms, fees, etc.) by the deadlines provided will result in **automatic forfeiture of the reserved spot**, which will then be offered to the next family in line.
 - Families are encouraged to **plan ahead** to ensure a smooth enrollment process.
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7. Acknowledgment & Agreement

By signing below, I acknowledge that I have read and understand the **Extended Enrollment Hold Policy** and agree to the terms outlined above. I understand that deposits are non-refundable if the start date is moved to a later month or if I withdraw from enrollment. I also acknowledge that the required deposit must be paid by cashier's check or money order only. I understand that if I do not communicate with the center and my child does not start within 3 days of the anticipated start date, my child's enrollment will be dropped.

Child's Name: _____

Enrollment Hold Starting Month: _____

Intended Enrollment Month: _____ Total Hold Cost \$ _____

Parent/Guardian Name (Print): _____

Parent/Guardian Signature: _____

Date: _____