



## **Frequently Asked Questions for School-Age Parents**

**Q: What time do we need to be at the center to get my child off to school on time?**

A: Please have your child at the center no later than 8:15am.

**Q: What should I do if my child is not going to school one day?**

A: Please contact the center in the morning to let us know that your child will NOT be coming to the center for that day. We will document this information on our Van/Bus Exception clipboard.

**Q: If I pick my child up from school, what should I do?**

A: Please contact the center anytime if there is a change in your child's schedule and transportation to and/or from the center. We will document this information on our Van/Bus Exception clipboard.

**Q: If my child is on the van, does my child need a car seat?**

A: The Maryland state law requires your child to ride in a car seat until they are 8 years old and 65 pounds. If your child is assigned to the bus, your child will NOT need a car seat. However, if your child is assigned to the van, and does not meet the Maryland state requirements, you will need to bring in a child seat or booster seat, labeled with your child's name for your child through the school year (please check with the front desk as we may have extra booster seats).

**Q: Can my child come to the center when school is closed? Is there a fee?**

A: If your child/ren school is closed for a scheduled day off or snow day, you are welcome to bring your child to the center. There is an additional charge of \$45.00 for drop-in day for currently enrolled students only (on their scheduled day). For all other students the fee is \$60.00.

**Q: Do you provide transportation on school half days?**

A: On half days, we will pick up your child from their school at the designated time of dismissal. For students **not** enrolled in our aftercare program, there will be a charge of \$45.00.

**Q: Do I need to give permission to allow my child to ride on center vehicles?**

A: Yes. On your enrollment packet there is a Permission Form that you must sign.

**Q: What do I need to do if a family member or friend will be picking my child up at the center?**

A: Please call us and inform us of the substitute pick-up. We will document the information on our Substitute Pick-up clipboard. Please note that we request a photo ID to be presented at the time of pick-up.