

Groove Learning Center Late Pick-Up Policy Addendum

Pick-Up Policy

PURPOSE: To maintain the integrity of the program and to respect the hours of operation of the program, the following policy has been put into place.

POLICY: Groove Learning Center closes at 6:30 pm. All children are expected to be picked up by a parent or authorized guardian by 6:30 pm. If a parent/guardian arrives after 6:30 pm., families will be charged a designated late fee. There will be no exceptions or warnings. If a parent/guardian is late for whatever reason (flat tire, heavy traffic, weather conditions etc.) a late charge will be issued. A “no exceptions” policy makes it easier to apply the late policy to everyone consistently and fairly.

LATE PICK-UP PROCEDURE:

- If you know you are running late, please contact Groove and let us know the anticipated time of pick-up. It is helpful for teachers to know in advance so they can help your child adjust to the late departure. It also helps the teacher plan for staff coverage during the minutes the child is remaining in the program. If there is more than one child remaining past 6:30 pm we may combine the remaining children to one group.
- If a parent has not contacted Groove by 6:35, the Site Manager will follow the contact protocol below:
 1. First the parent/legal guardian will be called.
 2. If the parent/legal guardian cannot be reached, we will call from the child’s authorized emergency contact list. We will continue to attempt contact with the parent/legal guardian and/or the authorized emergency contacts until 7:00 pm.
 3. If by 7:00 pm, we are still not able to reach any parent/legal guardian and/or an authorized emergency contact, we will call Child Protective Services and/or the local police department.
 4. Child Protective Services can be reached at: (972) 562-5832
 5. Local Police Dept: (972) 736-3901.
- Parent must sign out their child with the accurate time of pick-up on the ‘Late Pick-up Form’. Pick-up time is determined from the Groove cell phone.

- The manager/teacher assigned to supervise the remaining child/ren will complete the Late-Pickup Report and the parent/guardian will be asked to sign it.
- Late fee is expected to be paid in **cash** at time of pickup. If payment is not received at time of pickup child may not return to Groove until payment has been received. Consistent late pick-ups may lead to dismissal from the program.

LATE PICK-UP POLICY FEE AND PROCEDURE:

1. First 1-5 minutes: Automatic flat \$10.00 late fee per child is charged
2. After 5 minutes: An additional \$1.00 per minute per child late fee is charged
3. Example #1: If a child is picked up two minutes late it is a flat \$10 late fee per child.
4. Example #2: If a parent/guardian arrives at 6:42, the charge is \$10.00 for the first 5 minutes, and \$7.00 for the additional 7 minutes per child. Total late fee charge would be \$17 per child.

Parent/Guardian Signature

Date