



DOC REF: QP-003

REV/ISSUE: 00/01

DATE: Sep 1, 2025

Policy & Procedure: Fee & Refund Policy

Date Policy and Procedures Established: September 1, 2025

Date Policy and Procedures Updated: -

This policy outlines the fees associated with childcare services and the procedures for handling refunds in a clear and transparent manner. It ensures that parents are provided with accurate information regarding fee structures, payment schedules, and any applicable charges.

The policy also defines the steps to request and process refunds, including conditions under which refunds may be issued. Transparency is maintained in communication with parents regarding their financial responsibilities and the terms of the refund process. Confidentiality of any personal financial information is safeguarded throughout all transactions.

Policy

BASE FEES	AMT (In CAD)
Registration	300.00
Annual Activity Fees	500.00
Uniform (a pair)	100.00
Monthly Tuition: CASA	1,385.00
Monthly Tuition: PRE-CASA	1,485.00
Extended Care: CASA	120.00
Extended Care: PRE-CASA	150.00
Last Month Deposit: Payable at enrollment and includes extended daycare if applicable. This deposit will be applied to the final month's fees.	-



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Additional Charges

NON- BASE FEES	AMT (In CAD)
Late Pick up	2.00/minute
NSF / Returned Cheque Fee	45.00
Administrative Charge	25.00
Late Payment after 5 th	25.00
Late payment after 15 th	50.00
Field Trips & Excursions: Will be charges at the minimal rate, depending on the location and the entrance fee of the place	-
Transportation	10.00 or less

Payment Reminders and Penalties

- Payment is due on or before the last day of the preceding month.
- Daily reminders will be sent until the second week of the month.
- If payment is not received by 15th of the given month, the deposit will be applied toward the current month's fees. Late Payment Fee of \$50 will be charged.

Sibling Discount

- A \$35 discount is applied to the monthly tuition per child when siblings are enrolled.
- The discount will be removed once only one sibling remains enrolled, effectively from the date of withdrawal.

Annual Payment Discount

- A 5% discount will be applied to annual fees paid in advance.
- If the child is withdrawn before completing the year, the discount will be revoked and recalculated into the monthly base fee payable amount.



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Christmas and Winter Holidays

- a) The school will remain closed for Christmas and winter break in December.
- b) There will be no fee adjustments or reimbursements for this period.

Emergency Closures

In the event of school closures due to unforeseen circumstances such as:

- a) Public health emergencies (e.g., COVID-19)
- b) Severe weather alerts
- c) Orders from the Ontario Childcare Board or other regulatory bodies, no refunds or adjustments will be provided for the closure period.

Procedure

- a) All fee-related inquiries or special requests (e.g., reconsideration of fees or charges) must be made in writing via: Official email, or Lilio app (under administrative requests section)
- b) Requests will be reviewed in accordance with this policy.
- c) Tax Receipts will be Issued in February for fees received by Dec. 31.

Refunds and Credits “Overpayments”

- a) Refunds will only be issued in cases of overpayments. Overpayments may occur when fees are pre-paid in advance (e.g., annual tuition payments). Any applicable refund will be processed within 60 calendar days from the date the overpayment is identified.
- b) All paid base and non- base fees are non-refundable
- c) Any request for credits or refunds not addressed in this policy will be reviewed by management and decisions are made on a case-by-case basis by the management team.

Annexure

*Fee Structure