

# ACE Childcare

## Termination Policy

Occasionally, a child will experience some difficulty in adapting to the daycare's environment or abiding by the daycare rules of behavior. A conference will be scheduled if your child experiences some difficulty. We will work closely with you to see if the problem can be resolved. If your or your child behavior continues to be disruptive to the day care setting, we reserve the right to ask you to withdraw your child from daycare.

After the trial period (if applicable), parent must give a notice as per the parent caregiver agreement (The Contract) when voluntarily withdrawing their child from ACE Childcare. Parent will be responsible for all final payments through the end of the notice period, whether in attendance or not.

If the rules and policies set forth are not followed, we reserve the right to terminate the daycare contract agreement at any time. In such an event, we will be paid in full through the end of the week in which such termination occurs.

The childcare arrangements will be terminated immediately for any of the following reasons (but not limited to):

- \* Failure to comply with the policies set forth in the parent handbook.
- \* Failure to comply with the parent caregiver agreement (The contract).
- \* Destructive or hurtful behavior of a child that persists even with parent cooperation in stopping the behavior.
- \* Non-payment of childcare or late fees and/or recurring late payment of fees.
- \* Repeated failure to drop-off and/or pick up the child at scheduled times.
- \* Failure to show up for 5 consecutive days without any communication.
- \* Inability to meet the child's needs without additional staff.
- \* Blatant disrespect and/or asking personal questions towards the provider or provider's family and staff.
- \* If a parent knowingly brings their child ill.
- \* Consistent child-rearing style differences between the parent and provider.
- \* False information given by a parent either verbally or in writing.
- \* Failure to send an email to ACE childcare regarding any concerns or complaints before making a complain to someone else and failure to follow the timeline for resolution.
- \* Failure to comply with ACE Childcare health and safety policy.
- \* Failure to not respecting the privacy of the center and commenting on other students and their families.
- \* Failure to not reach out to ACE Childcare director for any related issues.
- \* All kinds of direct or indirect harassment, vandalism, false rumors, malice, diverting clients and reaching out to other families in case of withdrawal or termination is strictly prohibited.
- \* Failure or refuse to toilet train the child at home with measurable results.

If for any reason legal services are needed, ACE Childcare licensee and their Family will not be responsible for any legal or court costs incurred.