



## Frequently Asked Questions

### **Free Club EdVenture Registration with first week paid if you register between July 1 and July 29, 2017**

#### **Q: Do I have to pay tuition even when my child is not in school?**

A: From the time that a student is registered with our program until the student is withdrawn, Club EdVenture will charge tuition for each week that the program operates. We do not prorate tuition based on your child's unique attendance schedule, nor do we prorate tuition on weeks cut short by school holidays or inclement weather, or when we provide service for half-day services, and full-day services. During full weeks that Club EdVenture does not operate (e.g. Winter Break, Spring Break) we do not charge tuition.

#### **Q: I get paid every two weeks / twice a month / every month / etc. – can I pay my tuition on that same schedule?**

A: Club EdVenture can NOT schedule automatic tuition payments based on your unique payment schedule. Caregivers are encouraged to pay on a schedule they find most convenient, provided that all tuition is paid in advance. For example, a caregiver may wish to pay for Week 1 and 2 in one payment. However, in order to avoid unnecessary late fees, payment for each week must arrive before Week 1 begins.

#### **Q: Why do I have to give an email address?**

A: Club EdVenture will contact the primary caregiver via their email address when there is the following: an emergency alert, weather closings, monthly newsletters and special events, tuition due notices.

#### **Q: When can my child start Club EdVenture after I have paid the registration fee and paid the first week?**

A: Your child can start Club EdVenture on the next full business day.

#### **Q: I am unable to get in touch with anyone. Why hasn't my call/email been returned?**

Club EdVenture is rapidly expanding! Your first point of contact regarding Club EdVenture programs or staff should always be your Site's Lead or Club EdVenture Coordinator. Your first point of contact regarding Club EdVenture finances should be our finance office. You may contact the Extended Learning Director.

#### **Q: Why doesn't Club EdVenture operate during school holidays?**

A: Club EdVenture operates during all school days, half days, teacher workdays and professional development days. During extended breaks, such as Spring Break, Winter Break and Summer Break, we encourage you to extend the Club EdVenture experience by enrolling your children in one of the many camps offered at the EdVenture Children's Museum. These camps are operated by museum educators, area content specialists, as well as much of the same staff who operate Club EdVenture.

#### **Q: I did not realize I had an outstanding balance, and now I am having trouble catching up. Why wasn't I contacted?**

A: Visit our parent portal via the website to view your balance due and make a payment. We contact all caregivers who have an outstanding balance via the email they provide to us in the registration process. We do each of these as a courtesy to you. Ultimately, it is your responsibility to keep up with your payments. If you ever have questions regarding your balance, we encourage you to visit the parent portal via our website or direct additional questions to Finance Office by email.

