



NOTE
Important

LATE PICK UP POLICY POLICY

PURPOSE OF THE POLICY-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.

HOURS- Studio Bella Explorers provides care and programming from 3:00 to 5:45 pm.

At 5:45, students are promptly brought out to the Pavilion so that parents may pick up BEFORE 6:00. Please note: Hexter Elementary is closed (and locked) promptly at 6:00 pm.

RECOMMENDATION- We recommend picking your child up at 5:55 or before to eliminate the chance of a late fee. Late pick up is determined by the the time on the Director's phone.

LATE PICK-UP PROCEDURE: If you know you are running late, please contact the director of the day:

Monday, Wednesday and Friday-Chloe 469 386 0524

Tuesday and Thursday -Penny 214 558 8129

Let them know the anticipated time of pick-up. It is helpful for directors to know in advance, so they can help your child adjust to the late departure. It also helps the director plan for staff coverage during the minutes the child is remaining in the program.

If a parent has not contacted the director by 6:05, the following protocol will be followed:

1. 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.

LATE FEE-A late fee of \$25 will be charged to parents of children picked up after 6:00 pm. Parents will be made aware of the late fee verbally at the time of pick up.

- Parent may pay via credit card at time of pickup or may be invoiced via Paypal.
- Tesa, our accounts manager will be notified at the time of pickup and parents will be invoiced \$25. Invoices must be paid before the following month begins.
- Consistent late pick-ups without significant communication may lead to dismissal from the program.

1450 Old Gate Road
Dallas, Texas 75218
469 878-8056
studiobellaforkids.com