



All Things Billing

Handy Reminders for Your Family's KinderCare Payments

Due dates, bills, online portals ... oh my! Life is full of them, especially when you have kids. Here's what you need to know about your KinderCare bill—for your own peace of mind, and for our scheduling and staffing purposes.

Family Discounts

If you have two or more actively enrolled children, you may be eligible for a 10% family discount! Talk to your center director for all the details.

Where and When to Pay Your Bill

Log in to our secure Family Connection portal to make easy payments via credit card, debit card, and ACH.

For centers that bill monthly: Tuition invoices are generated on the 25th of the current month for the upcoming month's enrollment. Your payment is due on the 2nd of the month.

For centers that bill weekly: Invoices are generated on Friday morning for your child's care the upcoming week. Payment is due before the center closes the Friday the invoice is posted, with a grace period through Tuesday of the following week.

Late Pick-Up

Your center might charge a late pick-up fee if your child is in the center past closing time. You may also be charged an additional drop-in fee if your child exceeds their contracted amount of days.

Summer Fees

During the summer, we charge a fee to facilitate extra activities and enrichment opportunities like water days and field trips. Plus, your child will get a super cool summer program T-shirt and water bottle.

Autopay

Autopay is the best—it's an easy way to ensure you never miss a deadline. You can enroll in Autopay in your family portal.

Professional Development Days

We hold two Professional Development days for our wonderful staff each year—this is when our teachers plan, learn, and train to be the best for your child. On these days, our center is closed, but tuition will still be charged.

Unused Days

Here's a helpful way to think about unused or sick days: At KinderCare, you don't pay for your child's attendance; you pay for their reserved space in our program. That means that we don't credit tuition costs for absences, holidays, or emergency closures. We have our classrooms staffed and ready to go based on your child's usual schedule and charge the same fee every month in order to consistently provide quality staff, materials, and food in their classroom.

Overdue and Non-Sufficient Payments

Overdue payments will be assessed with a late fee. Accounts with any balance more than 14 days past due may be closed. There will be a \$20 fee if a payment is returned by your bank.

Giving Notice

If you decide to leave us, please give us two weeks' written notice prior to your last attendance so we can ensure the best plan for our teachers.



Questions?

Reach out to your center director or our Family Support team at 888-525-2780 for all the answers.