

Ten Mile Academy Billing and Collection Policy

The collection of tuition is done at the beginning of each week, usually on Monday mornings. Payment is expected in advance for child care so there will never be a balance on an account. We will accept up to 30 days of future payments.

Billing is based on your child's contracted schedule. Credits are not given for days missed, including sick days or in cases where your child must leave early due to illness or other personal reasons. Requests for changes to your child's contracted schedule must be made in writing (email) and if the change is accepted in writing (email), the appropriate tuition changes will be made to your account.

After three months of attendance, families are eligible for one week (equal to five weekdays) of vacation credits and the center must be notified in advance. Vacation time must be submitted at least two weeks in advance and must be used one week at a time. Unused vacation time does not roll over from year to year.

Upon registration, you must choose ONE of the following two billing methods to make payments:

1. Withdrawal/debit a checking or savings account (EFT/ACH)
2. Charge against a credit card or withdrawal from a debit card

Registration with one form of payment is required at the time your child is enrolled. EFT is the preferred method of payment, however if parents choose to pay with a credit/debit card, a 3% convenience fee will be added to the weekly tuition charge.

We prefer NOT to accept personal checks as a "regular" or "routine" form of payment.

And we ask that you DO NOT pay using cash (it's too difficult for you to validate historical payments).

