



## Creative Action 2019-20 After School FAQ

### **Registration**

#### ***When do I register for the 2019-20 school year?***

Enrollment is open for currently enrolled families only April 15-22!

Open enrollment for the 2019-20 school year begins in early May. To ensure quality customer service, we have staggered enrollment based on which campus your child attends. Open enrollment for each campus begins on the following dates at NOON and continues until filled.

May 1 at 12p: Becker, Cunningham, Ridgetop, & Zilker

May 3 at 12p: Blanton, Bryker Woods, Gullett, & Maplewood

May 7 at 12p: Brentwood, Blackshear, Campbell, Sunset Valley, Travis Heights

*Should your child's campus become full, we encourage you to sign up for the waitlist in the instance a slot opens up.*

#### ***What ages does Creative Action After School serve?***

Storybook Adventures (2:12 - 2:57) serves youth four-years-old and after school (2:57 - 6:00) serves youth ages 5 to 11. If Creative Action provides Storybook Adventures at your campus, the after school program will serve youth starting at age four.

### **Fees**

#### ***Registration fee:***

There is an annual, non-refundable registration fee of \$40 to be paid in advance to enroll a child.

#### ***Tuition:***

The annual tuition for the 2019-20 school year is \$2550 per student for the After School Program and \$750 is the annual tuition for Storybook Adventures. We offer a payment plan of 10 installments and we do not pro-rate. The installments for After School are \$255 and for the Storybook Adventures they are \$75. Installments are billed on the 15th of each month. Rates are subject to change next year.

Tuition will be divided into 10 installments.

- August 15, 2019
- September 15, 2019
- October 15, 2019
- November 15, 2019
- December 15, 2019
- January 15, 2020
- February 15, 2020
- March 15, 2020
- April 15, 2020
- May 15, 2020

**Payment of tuition:**

Installment payments are due on the 15th of each month. Should you wish to change your payment method you must do so prior to the due date. Creative Action does not offer prorated options.

Creative Action cannot accept electronic split payments. If you are interested in split payments due to more than one guardian paying, please contact [Billing@creativeaction.org](mailto:Billing@creativeaction.org) to schedule a check payment.

**Late or unpaid tuition:**

Tuition is due on the 15th of each month. For payments made after the 20th of the month, a \$35 late fee will be applied to your account. If your account is 90 days past due, you will be subject to removal from the program. We understand that special circumstances can occur - for assistance, please email [Billing@creativeaction.org](mailto:Billing@creativeaction.org).

**Returned checks:**

There is a \$30 processing fee for any returned checks, and this fee is in addition to any charges that the bank or financial institution may charge.

**Late Pick up Fees:**

Parents should make every effort to pick up their children before 6:00 PM. Please consider weather and traffic conditions when making your pick up arrangements.

If a child is not picked up by 6:00 PM:

1. A late pick-up fee of \$25.00 for every 15 minutes will be incurred.
2. When parents arrive after 6:00 PM, the sign-out form will be sent to the Creative Action office so that the late pick-up fee can be processed.
3. Late pick-up fees are not collected upon pick-up, but will be indicated on your next monthly statement.

If we are unable to contact a parent or guardian within 30 minutes of the program's closure at 6:00 PM, we will notify the Austin ISD Police Department. At 45 minutes past closure we will contact the Child Protection Services.

**Withdrawal from Program:**

Creative Action requires families to provide notice to withdraw from the program at least two weeks prior to the last day of the month in order to not be charged for the following month. You must email [Enrollment@creativeaction.org](mailto:Enrollment@creativeaction.org) to notify us of the cancellation. We cannot accept mid-month cancellations. Therefore, you cannot cancel during a month you are attending and receive a refund for that month. We bill for the month you are attending on the 15th of each month.

*For example, if you give us notice on September 9th of your cancellation, then your cancellation will be effective October 1st. You will still be billed on September 15th, but will not be billed for October. However, if you cancel less than two weeks prior to the end of September then you would be billed for October on October 15th.*

**Financial Aid and Discounts****How do I apply for financial aid?**

Financial Aid applications can be found here: [English](#) and [Spanish](#)

**Do you offer a sibling discount?**

Creative Action does not offer sibling discounts.

***Do you offer AISD discounts?***

Creative Action does offer discounts for families of AISD employees. Please contact [enrollment@creativeaction.org](mailto:enrollment@creativeaction.org) for more information.

**Programming*****Where does After School programming take place?***

Programs take place on school campuses. A detailed schedule of room use will be shared with registered families through email prior to their start date.

Students at Blackshear Elementary are able to attend the after school program at Campbell Elementary - transportation to the school is made available to enrolled students.

***What schedule does Creative Action follow?***

For the 2019-20 school year, Creative Action After School will begin August 20, 2019 (2:57 - 6:00) and on August 26, 2019 for Storybook Adventures (PK programming from 2:12 - 2:57).

After School follows the AISD calendar and will be closed during AISD recognized holidays and teacher in-service days. On occasion, Creative Action will offer day camps for an additional fee during some of these recognized days off. Refer to the Creative Action website for more information on day camps.

***Does Creative Action offer a partial attendance option?***

Creative Action does not offer partial or drop-in attendance payment options. You are free to attend the program as often or little as you would like, however, the payment scale remains the same.

**Tax Questions / Receipts*****What is Creative Action's tax ID number?***

74-2856925

***How do I get a tax receipt from last year?***

Please email your request to [enrollment@creativeaction.org](mailto:enrollment@creativeaction.org). Be sure and include your student's name, campus, and the program you need receipts for (i.e. after school, summer camp, spring break camp, or day camps).