



Creative Action 2020-21 After School FAQ

Registration

When do I register for the 2020-21 school year?

Priority enrollment is open for CURRENTLY ENROLLED families from May 1 - May 8, 2020!

Open enrollment for the 2020-21 school year begins in mid-May for families NOT currently enrolled. To ensure quality customer service, enrollment dates are staggered based on which campus your child attends. Open enrollment for each campus begins on the following dates at 10 AM and continues until filled. Several spaces are set aside at each campus to allow time for processing financial aid applications, so if your child's campus becomes full, we strongly encourage signing up for the waitlist.

May 15 at 10am: Bryker Woods, Cunningham, Gullett

May 18 at 10am: Becker, Blanton, Maplewood, Travis Heights

May 20 at 10am: Brentwood, Campbell, Ridgetop, Sunset Valley

What ages does Creative Action After School serve?

Storybook Adventures (2:12 - 2:57) serves four-year-olds in Pre-K4 and After School (2:57 - 6:00) serves ages 4 to 11, with the exception of Brentwood & Bryker Woods that serve ages 5 to 11.

Fees

Registration fee:

There is an annual, non-refundable sliding-scale registration fee to be paid in advance to enroll a child.

Tuition:

Annual tuition for the 2020-21 After School Program is \$2600 per student and \$750 is the annual tuition for Storybook Adventures. We offer a payment plan of 10 installments and we do not pro-rate. The monthly installments for After School are \$260 and for Storybook Adventures are \$75. Rates are subject to change the following year.

Tuition is divided into 10 installments billed on the 15th of each month:*

- August 15, 2020
- September 15, 2020
- October 15, 2020
- November 15, 2020
- December 15, 2020
- January 15, 2021
- February 15, 2021
- March 15, 2021
- April 15, 2021
- May 15, 2021



****Creative Action will adhere to any district or campus policies regarding after school programming. Should any changes occur that affect tuition installments, families will be notified via email of the next steps as soon as possible.***

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 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.

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 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](#).

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 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.

What schedule does Creative Action follow?

For the 2020-21 school year, Creative Action After School will begin August 18, 2020 (2:57 - 6:00) and on August 24, 2020 for Storybook Adventures (Pk-4 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.

*In the event that AISD adjusts its start date for the fall, Creative Action will also postpone the first day of programming. Creative Action will adhere to any district or campus policies regarding after school programming. Should any changes occur that will affect enrollment, families will be notified via email of the next steps as soon as possible.

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. 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).