



Creative Action 2023-24 After School FAQ

Registration

When do I register for the 2023-24 school year?

Priority registration is open for currently enrolled families and their siblings from April 24th-30th. Open Enrollment for new families will begin in early May. More information can be found on our website and interested families can register online at <https://creativeaction.org/programs/after-school/>. You can also [subscribe to our newsletter](#) to get up to date information.

What if there is a waitlist?

We strongly encourage families to register for the waitlist as we may have more spaces open throughout the year. There are no fees associated with registering for the waitlist, however, registration fees will be due upon acceptance of a spot in the program.

What ages does Creative Action After School serve?

After school serves students kindergarten through 5th grade.

Can I register my child if they do not attend the school where after school programming is taking place?

Creative Action After School is only open to students who attend the school where the programming is taking place. Refer to creativeaction.org for a full list of afterschool program locations.

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 2023-24 After School Program is \$3300 per student. We offer a payment plan of 10 installments and we do not pro-rate. The monthly installments for After School are \$330. Rates are subject to change the following year. The annual tuition covers the full time AISD calendar and does not include AISD recognized holidays and teacher in-service days, including early release days.

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

- August 15, 2023
- September 15, 2023
- October 15, 2023
- November 15, 2023
- December 15, 2023
- January 15, 2024
- February 15, 2024
- March 15, 2024
- April 15, 2024
- May 15, 2024



****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. Past due accounts may prohibit registering for future camps or after school programming. 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 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.

Monthly tuition is not prorated for cancellations due to a student or staff member in their after school group testing positive for COVID-19. These are unforeseen program interruptions. Should any changes occur that affect tuition installments, families will be notified via email of the next steps as soon as possible.

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 offers a discount for guardians who work at the campus their child attends. 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?

Programming hours begin at the end of a full school day and run through 6:00 pm. After School follows the AISD calendar and will be closed during AISD recognized holidays, early release days, 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.

Creative Action may close campuses due to staffing shortages, public health, or weather notices even if the school remains open. On the rare occasion this occurs, staff will communicate these unanticipated closures as soon as possible through electronic communication.

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.

What happens if a student or staff member in their after school group has tested positive for COVID-19?

Creative Action is a licensed after school program and must adhere to Child Care Licensing Rules and Regulations. Families will receive updates any time there is a change to policy. When an individual tests positive for COVID-19, families will receive notification via email and through postings on campus. Similar



protocol will be followed for other communicable diseases that require parent/guardian notifications. As stated in our handbook and registration, monthly tuition is not prorated based on these unforeseen program interruptions.

What if my child has a Positive COVID-19 Test Result?

A student's parent or guardian should notify Creative Action if the student tests positive for COVID-19. This is the best way of confirming a case in our programming.

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).