

FAMILY POLICIES & FORMS — QUICK REFERENCE

A summary of key policies from our Family Handbook. The full handbook and Enrollment Packet remain the governing documents.

HOURS & HOLIDAYS

- Open 6:30 AM – 6:00 PM, Monday – Friday.
- Closed for scheduled holidays & staff development days (see calendar in Brightwheel).
- Weather-related closings/delays announced via Brightwheel.

TUITION & PAYMENT

- Payment due weekly by 5 PM Wednesday for the following week, via Brightwheel.
- \$150 non-refundable enrollment fee due at registration.
- Tuition is charged year-round regardless of absence — no credits for sick days, holidays, closures, or vacation.
- **Late payment:** \$10/day fee; balance over 1 week may result in termination of care.
- **Late pick-up:** \$5/minute starting 6:05 PM, due on arrival.
- Returned payment fee: \$25; 2+ returns moves account to cash/Zelle only.
- No refunds or proration for absence or withdrawal.

ATTENDANCE & ABSENCE

- Message us in Brightwheel if your child will be absent or arrive after 9:30 AM.
- 5 paid vacation days/year at 50% of weekly rate — 2 weeks' written notice required.
- Withdrawal: 14 days' written notice after the first 30 days of enrollment.
- Gross misconduct may result in immediate termination of enrollment.

DROP-OFF & PICK-UP

- Parents sign children in/out; please avoid cell phone use during drop-off/pick-up.
- Children released only to Emergency & Release Contacts — photo ID required.
- New pick-up authorizations must be submitted in writing via Brightwheel in advance.
- We may refuse release to anyone appearing impaired for the child's safety.

ILLNESS & EXCLUSION

- Please keep sick children home; we'll call for pick-up if symptoms appear at the center.
- **Exclusion triggers:** fever $\geq 100^{\circ}\text{F}$, vomiting, diarrhea, rash w/ fever, contagious conditions (pink eye, strep, lice, chickenpox, etc.).
- Return only when fever/vomiting/diarrhea-free 24 hrs and able to join normal activities.

HEALTH & MEDICATION

- Annual physical & up-to-date immunizations required for all children.
- All medication (prescription or OTC) requires written authorization logged in Brightwheel — never left with the child.
- Apply sunscreen/insect repellent before arrival.
- Food allergies require a written letter and physician action plan, updated annually.

SAFETY & CONDUCT

- Zero tolerance for weapons, alcohol, or illegal substances on premises.
- Respectful behavior expected from all families and staff at all times.
- Outdoor play paused above 95°F or below 45°F , or on poor air-quality days.
- Fire drills conducted monthly; full emergency procedures in the Enrollment Packet.

COMMUNICATION

- Daily updates, newsletters, and lesson plans posted in Brightwheel.
- Parent-teacher conferences offered 3x/year, plus anytime on request.
- Questions? Contact Dr. Aminah Knight, Owner & Director — 817-510-3044 or aminah@excellencetexas.com.



REQUIRED FORMS & DOCUMENTS

AT ENROLLMENT

■	Enrollment Agreement — Contracted weekly/daily schedule; governs tuition due.
■	Registration & Enrollment Fee (\$150) — Due at enrollment; non-refundable.
■	Immunization Records — Current per AAP schedule, or exemption documentation.
■	Physical / Statement of Good Health — Due before enrollment; renew annually.
■	Discipline Policy Acknowledgement — Signed copy included in Enrollment Packet.
■	Family Handbook Acknowledgement — Signed and returned to the center.
■	Emergency & Release Contacts — List of authorized pick-up persons with contact info.
■	Custody Documentation (if applicable) — Certified court order, restraining order, or visitation schedule.

AS NEEDED THROUGHOUT THE YEAR

■	Food Allergy Letter & Physician Action Plan — Required if your child has a diagnosed allergy; update annually.
■	Medication Authorization / Medication Log — Required for any prescription or OTC medication given at the center.
■	Field Trip Permission Slip — Signed for each scheduled outing.
■	Written Vacation Notice — 2 weeks' notice for vacation days (50% tuition applies).
■	Written Withdrawal Notice — 14 days' notice after the first 30 days of enrollment.
■	Doctor's Note — For return after excludable illness, or to request a serious-illness tuition credit.

All forms are available through the Brightwheel app or the front office. This sheet is a convenient summary only — please refer to the full Family Handbook and Enrollment Packet for complete policy language.

Excellence Early Learning Center | Start Here, Succeed Anywhere!