

# The Adventure Club Parent Handbook 2025



**Before & After Care Program**

*"Our family serving your family since 1989"*



We are so glad that you are joining our Adventure Club Family!

This handbook will familiarize your family with our philosophies, policies, procedures, and schedules.

If you find that you have a specific question that is not answered in this handbook, please feel free to call our Main Office at:

Phone: (540) 382-3783 Fax: (540) 382-6529

*Revision Effective February 10, 2025*

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## Welcome to The Adventure Club Family!

We can't wait for you to get to know us and for our Adventure Club team to learn more about your family.

The Adventure Club is thrilled to be serving families in the New River Valley for 36 years!

Throughout our years of operation, we have developed many friendships with the schools, companies throughout the community, and with the families that we serve.

Our journey is full of fun, laughter, talent, and an eagerness to explore what lies ahead.

We hire individuals with many different talents and strengths, but above all, a passion for teaching and nurturing children.

We are glad that you are taking the time to learn about us through this handbook. We are also happy to meet and greet families at our Center as well.

If you would like to schedule a visit, simply call (540) 382-3783 and our friendly staff will be happy to assist you.

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**DISCLOSURE:** The Adventure Club reserves the right to make changes to any policy, procedure, tuition rates, fees, or other processes and information disclosed in this parent handbook, our rate sheets, or our enrollment forms without prior notice. We reserve this right to maintain licensing compliance, stability, and integrity of our programs and for the safety and security of the children & families enrolled in our programs and for the staff that our company employs.

We Appreciate Your Business!  
The Adventure Club Management Team

**Main Office:** (540) 382-3783 ~ **Hours:** Monday – Friday 9:00 am – 3:00 pm

**Email:** [tac@the-adventureclub.com](mailto:tac@the-adventureclub.com) 24-72-hour response time

**brightwheel:** Checked each morning – **FASTEST WAY TO REACH US!**

### **Adventure Club Care Locations Hours:**

Monday – Friday 6:30 am – 9 am & 3:30 pm – 6 pm

**Accounts, Website, & Live Agent Casey Gutierrez (985) 503-8757 TEXT ONLY** or by messaging through brightwheel.

**DSS Liaison, Deanne Sowers (540) 382-3783 @ The Main Office**

## Currently serving 3 Public Schools in Montgomery County



### School Site Locations ~ Before & After Care:

Christiansburg Primary serviced @ TAC w/ MCPS bus transport  
Christiansburg Elementary serviced @ TAC w/ MCPS bus transport  
Falling Branch Elementary services @ TAC w/ TAC van transport

### Full Days of Care Site:

Non-School Day's @ TAC located at: 77 Scattergood Drive, NW in Christiansburg

### Hours of Operation: (Main Office 9 AM – 3 PM)

Before & After School Program (FBE, CPS, CES) 6:30 am – 9:00 am 3:30  
pm - 6:00 pm

Non-School Day's: 6:30 am - 6:00 pm (full days only)

Winter Break (Dec. 23<sup>rd</sup> – Jan 3<sup>rd</sup>): *with reservation* Monday – Friday 6:30 am -  
6:00 pm

Spring Break (March 10<sup>th</sup> – 14<sup>th</sup>): *with reservation* Monday – Friday 6:30 am - 6:00  
pm

### Daily Schedule:

#### Morning Schedule:

6:30 am – 7:00 am	Kids choice, quiet time
7:00 am – 8:30 am	Small Group or Team Games
8:30 am – 9:00 am	Clean up, time for school

#### Afternoon Schedule:

3:30 pm – 4:30 pm	Homework & snack time
4:30 pm – 5:30 pm	Team games or Arts & Crafts
5:30 pm – 6:00 pm	Clean up, ready for home

# Welcome to The Adventure Club!

**Motto: *Parents' Partner Children's Choice***

## Our History

Child Care Consultant Services, Inc. represents a combined field experience of over 36 years in the fields of early childhood education and child daycare. The corporation was formed in 1989 as a response to community needs, including employers, government entities, parents, and children for enhanced childcare options in this area.

Child Care Consultant Services, Inc. then established a new concept to school age childcare care. So, The Adventure Club was formed! The Adventure Club provides a safe, familiar, fun program for before & after school at our own Adventure Club Center location in Christiansburg for 3 schools in the New River Valley.

The Adventure Club continues to respond to community needs by growing and expanding. We now have two affiliated full time childcare centers that serve families of children ages 6 weeks through 5 years, who can then transition directly into The Adventure Club!

Radford Grace-A-Child USA..... (540)  
831.7222  
Email: [radfordgac@gmail.com](mailto:radfordgac@gmail.com)

Christiansburg Grace-A-Child USA..... (540)  
382.9591  
Email: [graceachildusa@gmail.com](mailto:graceachildusa@gmail.com)

Would you like to see us in action? We would love for you to visit The Adventure Club. Just call our Main Office at 540-382-3783 with the site location that you would like to visit to set up a time to meet us and see what we do best!



## Our Mission

To live up to our name! School age children need a creative, stimulating, active environment. We strive to provide superior, affordable childcare. We want to make sure every child has the opportunity to become a part of The Adventure Club Family!

We continue our legacy to remain “Parents’ Partner and Children’s Choice” by:

- Hiring amazing staff members. We start by hiring individuals who show a passion for teaching and nurturing the minds of children. We ensure that they have extensive childcare experience, and thoroughly train them before they’re considered permanent staff members.
- Providing a safe, clean, stimulating environment.
- Keeping our children busy! We have a calm reading and homework time as well as planned group games, crafts, and visitors.

## Philosophy

We are all children of varying ages. We all deserve to feel cared for, supported, educated, encouraged, nurtured, and kept from harm’s way.

We strive to be the best at all of these things for the children in our program and for one another, including our colleagues, parents, and children.

We are a team!

## Safety

Upon arrival and/or departure, you **MUST** escort your child in or out of the building and check them in or out of our system. This is a licensing requirement. Our Center has a tablet with our software system loaded onto it. Brightwheel stores contact and child information and gives each parent/guardian a 4-digit code available to each parent within their APP under “Edit Profile” at the bottom under “Check-in Code”.

A head count of the attending children is done several times throughout the day.

If one of your listed contacts comes to pick your child up and our staff does not recognize that person, **they will have to show their ID.** This will be cross-referenced with our system to ensure that each child stays safe!





## What is The Adventure Club & Why is it Different?

The Adventure Club has been operating since 1989 inside the elementary public school system. Children feel a great level of comfort by seeing the same friendly Adventure Club staff each day. We offer flat discounted weekly rates with options for both before and after school, and flexible hourly rates to use when you need them most! We operate on most teacher workdays, inclement weather days (when able), planned holiday closings, and Winter Break and Spring Break within the semester.

We provide: snacks, homework time, team building games, arts & crafts, and so much more.

### Virginia Childcare Licensing Standards ~ What You Should Know!

Our Adventure Club Center is held to very high standards, as we are State Licensed for children ages 5-12 years old! When considering who will take care of your child, keep in mind that not all childcare providers are state licensed, and it's very important that you educate yourself about the difference between "Licensed" and "Non-Licensed" providers. Licensing standards mandated for our facilities include, but are not limited to:

- Background Investigation & Fingerprint checks on every employee before permanent hire.
- Advertisement that is straightforward and not misleading or deceptive.
- Verification of children's birth certificates; assist with locating missing children.
- Liability insurance for bodily injury meeting certain minimum requirements.
- Un-announced state inspections to ensure activities, services, and facility are conducive with the safety and wellbeing of your child.
- HIPPA guidelines protecting your child's personal information
- Meeting minimum educational requirements for all site managers/directors to include a high school diploma, associate degree, endorsements, BA in childcare and/or related field, or at least 48 semester hours from accredited college or university.
- MAT (medication administration training) & CPR (cardiopulmonary resuscitation) Certified.

The Adventure Club also maintains specific policies & procedures that are strictly upheld to include:

- Monthly staff meetings that include training & current events.
- Advanced curriculum activities that are fun for the children, while offering educational value
- Open door policy: we want families to know that they can always call or come to us with concerns or praises anytime during our business hours. We are here to serve you!

# What About Full Days of Care, Winter & Spring Break?

We are very excited to announce that all full days of care as well as Winter & Spring Break are hosted at

**The Adventure Club Main Location ~ 77 Scattergood Drive, Christiansburg.**

This will be your child's fun filled destination for most Teacher Workdays, Inclement Weather Days (when able), Holidays, and Winter and Spring Break within the semester.

*(Non-School Day's and Winter & Spring Break, are only with reservation!)*



**Daily Add-on Non School-Day rate:** \$30 per child, each day

*This is for all Non-School Days - **All fees are non-refundable** and auto debited the day of the scheduled non-school day! If you have reserved a non-school day and your child does not attend, you will still be billed for this day of reservation. If you know your child will not attend, please notify us 2 weeks before the scheduled day to avoid charges and allow for staff planning. Families enrolled in Non-School Day's ONLY add-on rate is \$60/day/child*

**Winter & Spring Break rate:** \$195 per child, weekly – Thursday BEFORE break begins.  
(5% discount for siblings)



You will need to pack your child a picnic lunch with an ice pack.

**We are a PEANUT/TREE NUT FREE ZONE!**



The Adventure Club does not allow electronics while in the program. We will have plenty of activities to keep your child engaged without the need for electronics or toys from home. Chromebooks are allowed during scheduled times of remote learning.



Upon picking up your child, please be prepared to bring your driver's license into the building with you. Our staff may not immediately recognize you.

This is a safety precaution that is greatly appreciated.





# Our Expectations of The Adventure Club Children

## 7 Expectations of The Adventure Club Children

1. Treat others the way you would like to be treated-we have a Bully Free Zone!
2. Listen to the teacher the first-time directions are given.
3. Respect everyone's personal space.
4. Share with others and take turns.
5. Use inside voices when inside, playground voices are for outside.
6. Use "walking" feet inside.
7. Always do your best! Do what is right, not what is easy.

Please review these expectations with your child often! If we are all on the same page, we can work together to solve problems before they start. If children adhere to these expectations they will not have any reason to be "written up" by our staff members!

## What happens if my child receives a behavior write up?

**Level 1 Behavior Examples:** Name calling, screaming, not following directions, defiance, etc.

- This level of behavior is handled by documenting the incident and reviewing with parent.
- If a **minimum of 5** L1 write-ups occur within a 2-week period, there will be a written warning and a meeting with the parent.
- If a **an additional 2** L1 write-ups occur within the same 2-week period, there will be a second written warning and meeting with the parent.
- If after the second warning any additional L1 write-ups occur, an immediate 1-day suspension will be given.

**Level 2 Behavior Examples:** Includes level 1 behavior and spitting, throwing objects, damaging property, etc.

- This level of behavior is handled by documenting the incident and reviewing with parent.
- If a **minimum of 3** L2 write-ups occur within a 2-week period, there will be a written warning of possible suspension and a meeting with the parent.
- If a **an additional 2** L2 write-ups occur within the same 2-week period, a second written warning with an immediate 2-day suspension will be given.

**Level 3 Behavior Examples:** Includes level 1 & 2 behaviors and causing/threatening harm to themselves, a friend, or staff member, running away, etc.

- **1<sup>st</sup> Level 3 Behavior Write-Up:** The parent will be called to pick their child up within 30 min's unless the occurrence was in the last hour of the day. A written warning and immediate 3 days suspension will follow, and the manager and/or Director will discuss a corrective plan of action with the parent before the child's return.
- **2<sup>nd</sup> Level 3 Behavior Write-Up:** At this time, the manager and/or Director may decide to separate care.

**At any level of behavior, The Adventure Club management team reserves the right to separate care from a child/family if our management team feels it is in the best interest of other children, families, and staff within the program!**

# What happens when a child is misbehaving?



## What happens when a child exhibits unwanted behavior?

The following are a list of steps that our staff takes:

**Step #1:** Inform another staff member of what has happened so you may devote more time to problem solving with the child.

**Step #2:** Have the child “cool off” in an area away from the other children. Inform the child that after a few cool down minutes they should raise their hand when they are ready to talk about what happened.

**Step #3:** Listen to the child and problem solve.

**Step #4:** Fill out the Behavior Sheet and hand it to the Site Manager. The Site Manager is the only staff member who should go over Behavior Sheets with a parent.

## If the child WILL NOT sit out to "cool off" and continues defiance:

**Step #5:** Give them a physical task. Help pick up trash, sweep the floor, etc.

**Step #6:** Fill out the Behavior Form and hand it to the Site Manager. Again, the Site Manager is the only staff member who should go over Behavior Sheets with a parent.

## If the child WILL NOT comply with a physical task:

**Step #7:** If the child continues to be defiant and the Site Manager and other staff have exhausted all options, the Site Manager will call the parent. If the child is being physical with other children and endangering them or themselves, the following steps will be taken:

1. The Site Manager will stay with the child exhibiting unwanted behavior
2. The other staff member(s) will take the other children to a separate room or outside.
3. The Site Manager will then call the child's parent as soon as they are physically able.

## **To Recap, if a child exhibits unwanted behavior:**

1<sup>st</sup> try the “cool down time”

2<sup>nd</sup> try to give them something physical to do

3<sup>rd</sup> inform the Site Manager for a possible parent phone call



## **A very rare case would result in: Child Restraint known as “The Bear Hug”**

If a child is physically hurting another child and there is not time to evacuate the other children or if a child is “fleeing” into an unsafe location it may become necessary to restrain the child. The proper method is to approach the child from behind, fold their arms across their chest, and hold their wrists in both hands until they calm down. During the restraint we calmly tell the child, “I am holding you because I will not let you hurt yourself or one of the other kids. I will let you go when you calm down.” As soon as the situation is under control a parent or guardian will be called.

# Child Illnesses & Injuries

## Illness



### **MODIFIED SICK POLICY:**

Children's Health and Safety Policies Expanded (A.) Sick Child Procedure – if your child has a temp of over 100 degrees, please keep them home and they can return 48 hours after if fever free without medication. B. Daily health checks will be conducted every morning/afternoon at drop off. C. Parents who may not be feeling well – we will deliver your child to you in the parking lot. Please call ahead and we will have your child ready. D. Children are required to wash their hands when arriving at the facility.

- Sick children should be separated from the group and made as comfortable as possible.
- The parent/guardian will be called if a child vomits or has a fever above 100 to pick the child up as soon as possible (*within an hour is ideal*).
- If a contagion is discovered at our facility, we will post the issue next to the tablet or laptop where parents clock their children in and out.
- If your child is contagious, they cannot attend our program until 48 hours after the illness subsides.
- If head lice/nits are seen on a child, they will be separated from the group and the parent will be called to pick up child as soon as possible (*within an hour is ideal*). Upon the child's return, they will need to be checked and cleared before the parent leaves.

## Injury or Broken Limb



### **1. If a child is injured:**

- a. Our staff will administer 1<sup>st</sup> Aid as necessary and make the child as comfortable as possible
- b. Parent will be notified by phone and/or accident report
- c. An "Accident Report" will be completed for you to sign (*Any injury to the head results in an "Accident Report" even if no external symptoms are present*)

### **2. If a child breaks a limb:**

- a. Our staff will call 911, and then call the parents
- b. Our staff will call our Adventure Club Manager
- c. Our staff will notify the school's office (*applies during school year only*)
- d. Our site manager will ride in the ambulance with the child

**Virginia Licensing Requirement:** If a child is injured while in our care but is not transported to an emergency care facility from our care; after you pick your child up and you decide later to seek medical care, please notify us within 24 hrs. of seeking medical care as we are mandated to report this incident to the VADSS of the child's injury and outcome. **Our main office # is: 540-382-3783.**

## Unaccounted for Child

### **If a child is unaccounted for:**

- a. Our staff will call our Adventure Club Manager
- b. Our staff will notify the school's office (*applies during school year only*)
- c. If the child remains unaccounted for, our staff will call 911, and then call the parents

## Child Illnesses & Injuries Cont.

Each Adventure Club child enrolled in our program is insured with a supplemental accident policy. If your child is injured in our care, your child's accident will be covered by our supplemental accident insurance policy. As a supplemental policy, a parent must submit the claim to their primary insurance carrier first. After this has been done, our liability insurance will cover the remaining balance.

If a parent does not have insurance, our claim will be submitted to cover expenses.

### Administering Medication



If your child has an Epi-pen, Inhaler, etc., and you feel we need to keep these on hand while in our care, you will need to complete a Medical Consent and give it to the site manager at your child's school site, along with the medication in its original packaging.

### Noteworthy Regarding Medicines at The Adventure Club

- Medicine must be labeled with the child's first & last name, amount of medicine in the container, and anticipated time of dosage.
- Short term use = 10 days or less of an over-the-counter medicine requires parent consent only. (\*Anything over 10 days requires a new parent permission form or a long term-permission form from a physician.)
- Long term use = 60 days (\*Anything over 10 days requires a new parent permission form or a long term-permission form from a physician.) of a prescription medicine requires physician consent.
- Medical consent forms expire every six months and will need to be re-submitted if we need to continue to keep the medicine on site.
- If an authorization expires, the parent will be notified immediately and will be required to complete another consent form or pick up any remaining medication. If medication is not picked up within a 14-day period, The Adventure Club will dispose of the remaining medicine.
- Medicines are kept inside a locked cabinet or a lock box including Epi-pens and Inhalers. (For Epi-pens & inhalers to be kept un-locked, a physician must provide written instructions that it must be readily accessible.) These are accessible by our staff but out of sight and out of reach of our children.



## Money Matters

### Tuition during regular school operation & non-school days

Tuition is charged continuously throughout each semester including all non-school days serviced within it apart from Winter & Spring Break which are by reservation with different rates. \*See Semester Billing on page 13 for more information.

### Payment Methods

#### 1. Forms of Payment:

- a. Credit/Debit Card - processing fee of 2.95% per transaction.
- b. Debit Bank account - processing fee of 0.6% per transaction.

#### 2. Tuition is due Weekly (We do NOT bill bi-weekly or Monthly, but you can pay ahead on our brightwheel parent APP) – our brightwheel parent APP will also allow for split billing between payers. **ALL WEEKLY TUITION IS BILLED ON THURSDAY THE WEEK PRIOR TO SERVICE & PAYMENTS FOR TUITION ARE PROCESSED THAT DAY.**

#### 3. **FLEX CARE HOURLY:** Processed by autopay ONLY – All hourly care is based off attendance and is \$8 per hour billed by the minute. This billing is processed weekly on Fridays for the prior week of attendance if any. Please ensure your children are accurately clocked in and out for proper billing! Hourly care can be used for any day of care provided including non-school days, holidays, and inclement weather days.

#### 4. **Department of Social Services due monthly/weekly:** We accept families who have been pre-approved for childcare assistance. All monthly copays, if any, are outlined by DSS. If there is a weekly difference between what DSS will cover and what the amount of tuition is, parents will be responsible for paying that difference each THURSDAY when tuition is processed.

### NON-School Days – (with reservation)

All full days of care are hosted at **The Adventure Club ~ 77 Scattergood Drive NW, in Christiansburg.** This includes most teacher workdays (TWD), Inclement Weather Days (when able), holidays, and Winter and Spring Break within the semester.

- ✓ **Add-On Day Fees** (Non-School Days): \$30 per child, each day if your child attends.
- ✓ **Enrolled for Non-School Day's Only:** \$60/day/per child billed each day as it is needed by the parent.
- ✓ **Fee Processing:** All additional fees are non-refundable and are auto debited on the day of the scheduled non-school day.
- ✓ **Winter & Spring Break:** \$195 per week (Winter Break) \$150 per week (Spring Break) - (Thursday BEFORE break begins) – *with reservation!*

### Delayed Openings, & Early Releases

Delayed opening and early release day care will be provided at our 77 Scattergood Drive Christiansburg location at NO ADDITIONAL COST from 6:30 am to when school opens and from when school closes to 6 pm. We will provide free breakfast at all delayed openings and will continue to provide free afternoon snacks daily.



## Money Matters Continued...

### Unpaid Tuition, Late Fee's & Suspension of Services

- ✓ **Unpaid Tuition:** Tuition is debited each Thursday. **This is due the week BEFORE your child attends the following week!**  
If payment fails to process and are returned UNPAID the following Monday due to NON-Sufficient Funds, the parent will be contacted – if no response is received, the child/ren will not be allowed to attend until payment is resolved.
- ✓ **Late Fees:** Parents understand and agree that a \$35 fee will be assessed if the account is left unpaid by Friday morning.
- ✓ **Suspended Services for Non-Payment:** Accounts must be PAID IN FULL no later than **FRIDAY by 6 PM!** **Any account NOT PAID IN FULL by FRIDAY at 6 PM will have their childcare services frozen and will not be allowed to drop off on Monday.**



**brightwheel INFO:** allows you to view your services and payments at any time, print out statements, make payments, change the way you pay, add account information, update your address, update your phone number, and edit your child's emergency contacts and more!

- ❖ brightwheel is safe, secure, and created with your convenience in mind. An invitation link to brightwheel APP will be emailed or sent via text to all NEW families in addition to the Adventure Club Welcome Packet.
- ❖ If you have used brightwheel in the past, you will need to use a different email address to access our Center than one you used before.
- ❖ \*If you have any trouble accessing this new feature, or if you did not receive your APP invite via email/text, have questions, need to update your account etc., please contact Casey by TEXT her at 985-503-8757 and she will be happy to help you!

# Money Matters Continued...

## Semester & Billing

There is a one-time Registration Fee that covers both Fall & Spring Semester. Upon enrollment, you will be automatically enrolled into both semesters.

Enrollment opens in mid-July and continues up to the beginning mid-August unless capacity has been reached. Re-enrolling families will be given priority in registration spacing.

**Fall Semester** is from August 13<sup>th</sup> – December 20<sup>st</sup> (then breaks for Winter – billing stops)

**Winter Break** is from December 23<sup>rd</sup> – January 3<sup>rd</sup> – *with reservation*

**Spring Semester** is from January 6<sup>th</sup> – March 7<sup>th</sup> (then breaks for Spring – billing stops)

**Spring Break** is from March 10<sup>th</sup> – 14<sup>th</sup> – *with reservation*

**Spring Semester** (after break – billing begins) from March 17<sup>th</sup> – May 23<sup>rd</sup> (*the last day of school*)

## Withdrawal From the Program

We require a 1-week written notice of withdrawal. **Please send a message using brightwheel (FASTEST RESPONSE TIME) or you may email your withdrawal request to: [tac@the-adventureclub.com](mailto:tac@the-adventureclub.com)**. Withdrawal requests are NOT accepted at the school sites by Site Managers/Directors or staff and will NOT be considered “valid” if your notice is not received using one of the routes mentioned above by our accounting department. Families who withdraw “Without Prior Notice” will be charged for 1 week’s tuition and any outstanding charges left on the account.

## Refund Policy

Registration fees and other fees processed for reserved non-school days, late fees, Flex Care Hourly fees (for time attended), or late pick up fees, are non-refundable. Tuition is non-refundable unless cancelled by The Adventure Club. If childcare is no longer needed and the proper withdrawal notice is sent, any credit amount remaining in the account will be refunded upon request. If the proper notice is not sent, any account credit may be used to pay tuition and any applicable fees due for the last week of care.

If an error is made during tuition processing, please contact our accounting department immediately using brightwheel messaging or by TEXT to Casey at 985-503-8757 to resolve the issue. If an error is discovered more than 90 days from the date of the transaction, a refund will not be issued.

The exceptions to this policy are as follows:

1. Unique circumstances that would not allow a child to attend include being terminated. A full or prorated (depending on days remaining in the week) refund will be issued for any unused days or weeks.
2. Refunds in the form of credits may be given when certain emergencies arise.

# Enrollment Benefits



If your child is enrolled to attend daily each Morning (AM), each Afternoon (PM), or Both Morning & Afternoon (AM & PM) and you pay a flat discounted weekly rate, this is considered full time enrollment, and these benefits apply to you.

**NO additional charges on Early Release or Delayed Openings!**

We will provide free breakfast at all late openings and will continue to provide free afternoon snacks daily.

\*See the details of early release and delayed opening listed on page 11\*



## **Referral Program ~ A Great Way to Earn Extra Spending \$\$\$**

There is no limit to the amount of money your family can earn! For every family referral that results in a new family “full time” enrollment your family will receive a \$25.00 tuition credit if enrolled into our before & after program!





## THE ADVENTURE CLUB ~ LATE PICK-UP POLICY

**PURPOSE:** To maintain the integrity of the program, respect the hours of operation, and consider TAC's employees that have family and/or other obligations to tend to.

**POLICY:** The Adventure Club Center closes at 6:00 pm and all children are expected to be picked up by this time. If a parent/guardian arrives after 6:00 pm, a late pick-up fee will be charged to the parent/guardian.

### **NO EXCEPTION POLICY:**

If the person responsible for picking up the child is late for **ANY** reason, ie; flat tire, weather conditions, heavy traffic, leaving work late, etc., a late pick-up fee **WILL BE CHARGED!** This rule makes it less complicated to apply this policy to everyone consistently and fairly with no special regards.

**PROCEDURE:** If you know you're running late please contact your child's site manager or center director **Before 5:45 pm** to let them know the anticipated time of pick-up.

**Calling DOES NOT mean you WON'T be charged a fee!**

**If a parent/guardian has not contacted the center site manager by 6:05 pm, the protocol below will be followed:**

1. The parent/guardian will be called.
2. If the parent/guardian cannot be reached, we will call the child's emergency contacts, and continue to attempt contacting the parent/guardian and emergency contacts until 7 pm.
3. If by 7 pm we're still unable to reach a parent/guardian or an emergency contact, we will then call the local vicinity police department; **Christiansburg** (540) 382-3131, **Radford** (540) 731-3624, or **Blacksburg** (540) 961-1150, and **Child Protective Services** at (800) 552-7096.
4. The staff member who is supervising the remaining child/ren will complete the Late-Pickup Form and the parent/guardian will be asked to sign it. A copy of the signed form will be given to the parent/guardian and a copy will go to our accounting department for processing.

### **VALID CLOCK OUT TIMES:**

Clock out times are monitored by The Adventure Clubs site kiosk time **ONLY!** Times from other sources will **NOT** be considered to accommodate a parent's late arrival. No Exceptions!

### **LATE PICK-UP FEES:**

- Clock out time from 6:01 pm to 6:05 pm incurs an automatic \$10.00 fee. From 6:06 pm and after, an additional \$1 per minute will be charged until the child is clocked out of brightwheel.
- The next business day, the accounts manager will process applicable fees to the parents account.
- The fee will be processed automatically! Otherwise, payment will be due with your next scheduled tuition payment.
- If late pick-up occurs more than 3 times, a 3-day suspension will be implemented immediately following the 3rd late pick-up. If late pick-up continues, childcare services may be terminated.



## The Adventure Club Inclement Weather Policy & Protocol

The Adventure Club's (TAC) "Inclement Weather Policy and Protocol" contains important information to help prepare you and your family when inclement weather occurs. TAC programs located within public schools operate within the boundaries of the Montgomery County school systems. If you have any additional questions, please call our main office at 540-382-3783.

### The Adventure Club Management Team

#### TAC CLOSINGS and/or DELAYS AVAILABLE AT THE FOLLOWING MEDIA/SOURCES:

- **The Adventure Club Facebook:** Please "Like" our FB page to see updates, this is our main source of getting information out to our families. [www.facebook.com/ccctac/](http://www.facebook.com/ccctac/)
- **(Please Note: We DO NOT always email/text parents for closings or delays)**

#### INCLEMENT WEATHER CODES.....WHAT THEY MEAN

- ❖ **MCPS CODE 1 or 2 = delayed "school" opening:**
  - FBE, CES, & CPS sites will operate at their regular opening times at 77 Scattergood Drive unless otherwise noted.
- ❖ **MCPS CODE 3 = mandatory "school" closing due to hazardous road conditions:**
  - If the day "starts" with a code 1 or 2 delayed opening FBE, CES, and CPS will already be @ TAC Center location therefore transport will not be required for these site locations.
  - If the day "starts" with a Code 3, TAC Center will open at 7:30 am and close at 5:30 pm unless otherwise noted. This is to ensure sidewalks and parking lots are passable and staff can get home within reasonable daylight hours due to dangerous driving conditions.
- ❖ **MCPS CODE 4 = mandatory closing of "all school programs" due to severe weather conditions:**
  - If you need care on a Code 4 day, please call us right away at: (540) 382-3783 to check on the status of availability at our Adventure Club Center.

#### ADD-ON DAY FEES:

Children enrolled full-time and in attendance at Adventure Club will be subject to an add-on day fee of \$30 per child. If care is needed for a child NOT enrolled weekly in Adventure Club, enrollment will be processed at the rate of \$60/day/child (*Registration fees apply*).

#### FLEX CARE HOURLY:

Children enrolled in Flex Hourly Care and in attendance at The Adventure Club will be billed \$8 per hour by the minute in the same way with any other attended time.

## **Adventure Club Holiday Closings**

**On these days, our Center & Main Office ARE CLOSED!!!**

Reminder: Tuition is charged continuously throughout each semester including all non-school days serviced within it. Winter & Spring Break tuition is separate and with reservation.

**\*If a holiday falls on a Saturday, we will be closed the Friday before. If the holiday is on a Sunday, we will be closed the following Monday.\***

**December 24<sup>th</sup> – Christmas Eve  
December 25<sup>th</sup> – Christmas Day  
December 31<sup>st</sup> – New Year’s Eve  
January 1<sup>st</sup> – New Year’s Day  
April – Good Friday  
May – Memorial Day  
July 4<sup>th</sup> – Independence Day  
September – Labor Day  
November – Thanksgiving Day  
November – Black Friday**