



## **REFUND POLICY FOR EARLY LEARNING AND CHILD CARE CENTRES**

A refund of 50% of your full-time fees for each day absent will be issued if your child is absent for 10 consecutive days due to hospitalization or illness. A written request for the refund and a doctor's certificate will be required by PLASP prior to the provision of the refund.

All refunds will be processed as an adjustment to the next scheduled payment.

### **Refunds will not be issued for the following:**

- Occasional absences by your child due to illness
- Vacations
- Registration fees
- Cancellations from the program made with less than 10 business days' notice prior to your next payment
- Child Care Centre closures due to reasons beyond the control of PLASP Child Care Services such as school closures.

### **Early Learning and Child Care Centre Closures**

Our centres are closed for three separate weeks throughout the year. The designated closure weeks are:

- One week during the Winter Holiday Break in December
- One week, the first week in July
- One week, the end of August, before school starts.

Parents will not be charged fees for any of these weeks.

If you are on subsidy, the centre closures listed above will **not** be counted towards your allowable absent for families. Please see further information with [The Region of Peel](#) or [City of Toronto](#).

The specific dates of closure will be communicated in March of each year, which are subject to change.