



# The Adventure Club Tuition Quick Reference FAQ's

The-AdventureClub.com

TAC Serving Montgomery County Public Schools since 1989

Thank you for the wave of positive responses to the new The New Adventure Club ACH Discounted Rate option! To ensure exceptional customer service, please use our Tuition Quick Reference to answer your questions. As always, please do not hesitate to call the main office at 540-382-3783 for assistance. TAC has a long standing tradition of providing parents with convenient, safe, and affordable child care in the public schools. Thank you for your business! *Donna Thornton-Roberts, Founder and CEO*

- 1. How can I save money?** Weekly flat rates can be reduced by using our ACH Payment Option.
- 2. How are my fees determined?**  
Enrollment Status determines your fee and how it is billed to your account. If you enroll with our Full-time Flat Rate Option, your fee doesn't change from week to week; its flat and discounted. Flat Rate Option remains unchanged when children miss a day or the school is closed for holiday or inclement weather.
- 3. When are fees due?**  
In-advance before service is rendered. Fees are due in full on Monday. Tuesdays are grace days for the forgetful.
- 4. Is there a late charge if I don't pay by Tuesday?**  
Yes, on Wednesdays an automatic late charge of \$35.00 will be posted to your account.
- 5. What happens if I don't pay my account within that week?**  
If your account balance remains outstanding by 5:00 p.m. on Friday of each week, the account will be suspended and services will cease. A reactivated enrollment occurs when account balances are brought to zero.
- 6. If my child comes one day a week, do I have to pay for the entire week?**  
*It depends on your child's enrollment status.* If your child is enrolled on a Full-Time Discounted Rate Plan, then the answer is YES, your fee doesn't change. FLAT RATES are much like renting an apartment. You do not get to subtract a night when you are out of town. If you are enrolled part time by utilizing a Punch Card, the answer is NO. You have pre-paid for the hours you will use.
- 7. Can I change my child's Enrollment Status?**  
YES, with a 2 week written notice. You will receive an email confirmation stating your rate plan has been changed with the effective date.
- 8. Can I send payment with my child?** Fees have to be paid by an adult.
- 9. How do I pay for fees?**
  - *ACH Option* – auto electronic payments through Visa/MC/Discover/Amex/Debit Card or Checkbook
  - *Non- ACH Option* – manual processing of Visa/MC/Discover/Amex or Check
  - **Cash at the Main Office only.** Hours are from M-F 8:00am to 6:00 pm
- 10. I forgot my 4 digit access code to clock-in my child. What do I do?**  
The Site Director will help you on site or you can call the main office during business hours (8:00 am – 6:00 pm) for help.
- 11. What happens if I forget to clock out my child?**  
A cross check is done daily to be sure every student who has been rendered service has signed out.
- 12. Who should I contact with questions regarding my online invoice or tax statement?**  
Please contact the Main Office 540-382-3783 and ask for Casey or Brittany.

