

Hourly Kit Care Refund/Cancellation Policy

6.5 Refund Policy

Distribution of refunds are at the discretion of the administrative leadership team.

- Refunds will only be issued if the cancellation was done 48 hours prior to the scheduled time.
- If appointments are cancelled by the center or there are emergency closures at the time of an appointment, parents will be notified and refunds will be available.
- Refunds are generally not available for the following:
 - Appointments that are cancelled less than 48 hours prior to the schedule time
 - Late pick-up fees
 - Missed care time including late drop-offs or early pick-ups
 - No-shows.
- Parents are always encouraged to email with a refund request for a case by case review. If parents would like to submit a petition, they can send an email to hourlykitcare@uvu.edu with Petition in the subject line. The email should include child's full name, date and time of appointment, date appointment was booked (if known), and the reason for the refund request. These requests will be reviewed by the Wee Care petitions committee and an answer will be delivered within 3 business days.

7. Cancellation Policy

7.1. Cancellation Notice

- Please notify us at least 48 hours in advance if you need to cancel a reservation. Cancellations made with less notice may incur a fee.
- Parents are able to cancel appointments themselves, but if they require assistance, staff can also cancel appointments. To cancel an appointment in the calendar, click on the appropriate appointment and then "Cancel Appointment." The parent should receive notifications that the appointment is cancelled.

7.2. No-Show Policy

- If you do not show up for a scheduled hourly childcare slot without notice, your payment will not be refunded .

.

Staff Guidelines for Issuing Refunds:

The **Drop-In Admin** is authorized to issue refunds without additional approval in the following cases:

- **Appointments Cancelled by the Center:** If the appointment is cancelled due to scheduling changes, staffing shortages, or other center-related issues.
- **Emergency Closures:** When the center is closed due to weather, safety concerns, or other emergencies.
- **Parent-Initiated Cancellations Made More Than 48 Hours in Advance:** As long as the request is received before the 48-hour cutoff, the refund may be issued directly.

Staff must document the reason for the refund and ensure that the information is logged appropriately.

Requests Requiring Management Review

For all **other refund requests**, including but not limited to:

- Cancellations made **less than 48 hours** before the appointment
- **Late pickup fee disputes**
- Claims involving **extenuating circumstances**
- Concerns regarding **service dissatisfaction**

Staff should **not issue a refund directly** in these cases. Instead, forward the details to the management team