



Admissions Agreement

Brella offers childcare for children aged 3 months to 6 years. Brella offers three enrollment options: full-time enrollment, part-time monthly plan, and on-demand pricing. Parents may select an enrollment option and change it month to month as needed. If you select the full-time enrollment plan, you will automatically be booked for childcare for 9 hours for each weekday of the month. If you select the part-time monthly plan, you can book your schedule through our mobile app, website, or by contacting the center directly. Time slots are not automatically booked or guaranteed for flexible plan users. On-demand enrollment is subject to availability and can be booked through our mobile app, website or by contacting the center directly. You will be charged for the on-demand enrollment at the time of booking.

Brella childcare is priced by the hour and scheduled in morning, afternoon, and full day time blocks. Each enrollment plan described above has a different hourly rate. These hourly rates are published on our website and are available at our center. Hourly rates are subject to change at any time. When full-time enrollment, part-time monthly plan, and on-demand hours expire will be noted at the time of purchase.

We allow flexible scheduling so families can change their schedule day-to-day or month-to-month. You may select a morning appointment, an afternoon appointment, or a full day appointment. You may request modifications to these appointments, such as shortening or extending the appointment window, but these modifications are allowed only at the discretion of the center.

Childcare hours may be purchased with a major credit card, check, cash or ACH. We do not accept other forms of payment at this time. Brella will provide a minimum notice of 30-days for any basic rate changes.

Before your child's first visit to Brella, you must provide completed copies of the following documents to our center. These documents will be emailed to you once you register your child via our mobile app. Copies of these documents may also be picked up at a Brella center:

- Signed Parent Handbook
- Identification & Emergency Information
- Child's Preadmission Health History - Parent's Report
- Child's Preadmission Health History - Physician's Report
- Consent for Medical Treatment
- Immunization Records
- Admission Agreement

- Signed and dated receipt of Notification of Parents' Rights
- Signed and dated receipt of Personal Rights - Community Care Facilities
- Photo / Media Release statement
- Sunscreen Release Form
- Food Services Waiver – Allergy / Illness Indemnification
- Authorization for Dispensing Medicine - if applicable

All records are kept confidential. Our center does not discriminate upon the basis of race, color, sex, or national origin.

No child will be admitted without verification of immunizations.

Changes in Enrollment Information:

It is important that all records remain up to date, should we need to contact you in the event of an emergency. Parents may update changes in address, phone number, and medical history, as well as authorized caregivers, emergency contacts and contact information, at any time using our website or mobile app. Parents may also make updates to their information by contacting our center by phone at 424-425-7500.

Late Charges:

Children must be promptly picked up at the end of their scheduled appointment. If you or a safe pick-up is running more than 5 minutes late to pick up a child after the appointment has ended, please notify our staff by calling our front desk- 424-425-7500 as soon as possible.

If you are late and we haven't heard from you, our staff will attempt to reach you by phone. If they are unable to reach you, they will contact an authorized emergency contact. If we are unable to contact you or an authorized safe pick-up within one hour after the appointment has ended or 30 minutes after facility closing, we are required by law to call the local police department.

In the event that a family routinely or egregiously abuses our late policy, the family will be notified and we reserve the right to charge for the additional costs necessitated to support the child after their appointment has ended. Such charges are at the discretion of the Brella center team.

Expiration of Hours:

Purchased hours can be used at any time before they expire. Brella full-time enrollment, part-time monthly plan, and on-demand hours expire within 60 days after purchase, unless otherwise stated at the time of purchase and on your receipt.

Brella cannot refund you for unused and expired hours, whether they were purchased through a full-time enrollment plan, part-time monthly plan, or on-demand.

Hours may only be used for the registered user or the child(ren) included in the user's Brella account. You may not transfer purchased hours to another Brella account.

Refunds:

If a Brella center needs to close for any reason after you have already booked an appointment, the hours for that appointment will be recredited to your account.

If a child goes home sick, we will credit your account for any complete unused childcare hours. For example, if the child left 30 minutes into a 3-hour appointment, we would credit 2 hours.

If Brella terminates your account for any reason other than at your request, we will refund the unused hours.

We may provide a refund for any other reason if we determine it is appropriate to do so, in Brella's sole discretion.

Cancellations:

Appointments may be cancelled with no fee up to 4 hours in advance of the appointment.

Cancellations should be made through the mobile app or by calling our center at 424-425-7500 or emailing hello@brellaspace.com. If you cancel within 4 hours of your appointment or miss an appointment, you will be charged the full amount of your appointment.

Late Policy:

If you are running late for an appointment, we ask that you notify our staff by calling 424-425-7500 as soon as possible so we may hold your spot. If you arrive late for an appointment, you will be charged for the full duration of that appointment as it was originally booked. If you are more than 60 minutes late for your appointment and have not contacted us by phone or email, we have the right to give the remaining duration of your appointment to another child and you will not be credited for those hours.

Sick Policy:

Brella is a well-child facility. Children must stay home if they are exhibiting any signs of illness. Signs of illness include but are not limited to: a temperature of 100 degrees or higher, consistent runny nose, consistent sneezing, consistent coughing, chills, aches, rashes, pink eye, fatigue, vomiting or diarrhea. Children must stay home until they have not had a fever and have been illness - and medicine - free for 24 hours or have a physician's note.

If a child must miss an appointment due to illness, please contact the center at 424-425-7500. If a cancellation due to illness occurs less than four hours before the appointment, the hours will be charged and you will not receive any credit or refund.

If your child is ill, we will attempt to reach someone from the approved contacts on a child's profile. Once notified that a child is ill, parents/caregivers will be asked to pick up the child within 30 minutes or as soon as possible. When a child is sent home due to illness, the remaining hours for that appointment will be charged and you will not receive any credit or refund.

Dismissal/Account Cancellation:

Brella reserves the right to terminate any account for non-payment, non-compliance of center rules and policies, or abusive behavior by a parent, guardian, safe pick up, or child toward other children, parents, guardians, safe pick up, or staff. In the case of an account termination by Brella for any of these reasons, all unused credits will be reimbursed. The termination of your account will apply to all present and future Brella locations.

State Licensing Authority:

Be advised that the Department of Community Care Licensing has the authority to enter and inspect a facility without notice. The Department further has the authority to interview children or staff, and to inspect children’s audit records, or the childcare center records without prior consent

Brella Admission Agreement:

Please sign this page and return it to the center prior to your first appointment.

I am the legal parent or guardian of the child listed below. I have read and understand the Brella Admission Agreement and agree to abide by all policies and procedures.

Name of Child (please print): _____

Name of Parent/Guardian (please print): _____

Parent/Guardian Signature: _____

Date: _____