

Brella Admission Agreement

Meet your new village. Brella is a support system for young families like yours. We arrange child care around your life, offering flexible care and early education for children 3 months–6 years, along with parent education and family enrichment opportunities. Brella brings to life that metaphorical village where families are supported and the obstacles are removed.

Enrollment

Families can enroll in just 4 easy steps:

- 1.** Create a profile on the Brella Family App (available in the App and Google Play stores). Once you add a child, you will be emailed a link to complete the required forms online. You can also access these forms at helloworld.com/forms.
- 2.** Submit your forms online for our team to review. Note you **MUST** provide proof of vaccinations before you can start scheduling. Once your forms are reviewed and approved, you will be able to start scheduling across our network of Brella centers. Review usually takes 24-48 hours.

Complete List of forms:

- Signed Parent Handbook – last page only
- Identification & Emergency Information: LIC 700
- Child's Pre-Admission Health History- Physician's Report : LIC 701
- Child's Pre-Admission Health History- Parent's Report : LIC 702
- Consent for Medical Treatment: LIC 627
- Immunization Records & TB Results
- Admission Agreement
- Signed Parent's Rights: LIC 995A
- Signed Personal Rights: LIC613A
- Photo / Media Release statement
- Sunscreen Release Form

- Food Services Waiver
- Infant Care plan (infants only)

3. Set up payment. In order to book a Brella reservation, you must have a form of payment on file. Brella accepts all major credit cards or ACH bank transfers. Brella also offers payment plans via Klarna. Your default mode of payment will be charged when you book an hourly reservation; a reservation is not confirmed until payment is complete.

4. Start scheduling. You may use our mobile app to design your own schedule and book child care as needed. You may change and modify your schedule as needed also through the mobile app.

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.

Brella may require minimum booking blocks at certain times of the day (e.g. 8AM-12PM). We cannot support modifications of booking blocks. These blocks can be viewed in the mobile app when booking.

Reservations must be made for each individual child. Brella reserves the right to place your child in any age-appropriate classroom based on availability. If this is a return visit, we will do our best to place your child in a classroom/with a teacher with whom they are familiar.

Our child care is scheduled and priced by the hour. The more hours you use each month, the lower the average hourly price becomes. Our pricing is designed so you only pay for what you need. Pricing varies based on the child's age. Our hourly rates are published on our website at www.hellobrella.com/pricing and can also be found on our mobile app. Hours are purchased at the time of booking.

Brella reserves the right to increase or decrease prices for our hourly services. We will provide a minimum of 30 days notice for any changes.

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 or email.

Late Policy

Children must be promptly picked up at the end of their scheduled reservation. If you are running late please contact the center immediately so that we can prepare. If you are late and we haven't heard from you, our team will attempt to reach you by phone. If they are unable to reach you, they will contact an authorized emergency contact/Safe Pick-up. If we are unable to contact you or an authorized Safe Pick-Up within one hour after the reservation has ended or 30 minutes after facility closing, we are required by law to call the local police department.

Families who wish to extend their reservation during our business hours may do so via our mobile app or by calling our customer support team. Extensions are subject to availability. If a family is more than 15 minutes late after their scheduled booking has ended and they have not extended their booking via the Brella app or by contacting the center, the family will be charged full price for an additional hour, \$28/infant, \$25/preschool. If a family is more than 15 minutes late after a center's close, they will be charged \$40/child.

If a family is late more than 3 times in a month, the family will be placed in a probationary period. If the family picks up late during this probationary period, your booking times and days may be limited by the center.

If a family continues to abuse our late policy, Brella reserves the right to prevent all future bookings

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.

Cancellation Policy

Customers will receive 100% credit back to their account for cancellations made with 48 hours (2 days) notice. Customers will receive 50% credit back to their account for cancellations made between 12-48 hours before the beginning of their appointment. As has always been policy, customers will not receive any credit back for cancellations made within 12 hours of the beginning of the appointment. The dollar value of hours cancelled within our cancellation window is returned to your account as credit that you can use to purchase hours, lunches, or other products through the Brella app in the future. This credit expires 120 days after the original purchase. Hours are canceled in the opposite order they are purchased so when you cancel an hour, you receive credit for the dollar value of the last hour you booked and so on. You may refer to the app to see the value of each hour that you cancel.

If you do not cancel 12 hours prior to your appointment or miss an appointment, you will be charged the full amount of your reservation.

Refund Policy

Brella purchases are non-refundable so we can maintain our high-quality program and our full-time center staff. Hours canceled within our cancellation window are returned as credits to the user's account and may be used to purchase child care, meals, classes, or services from Brella in the future. Credits are non-transferrable.

All sales are final. We do not offer refunds or exchanges for any purchased child care hours, meals, classes, or services purchased through Brella.

This policy applies to all purchases including, but not limited to child care hours, parent education classes, family classes, child meals, and other services rendered by Brella.

Exceptions:

Brella may, at its sole discretion, consider refunds or exchanges in exceptional circumstances, such as those listed below. Exceptions to this policy will be evaluated on a case-by-case basis and granted solely at Brella's discretion.

Reasons for an exception to our refund policy:

- Brella is unable to care for a child based on a specific physical, emotional or other need identified by Brella
- Brella does not provide the service due to an interruption such as a closure
- A booking error or mistake made by the customer, such as an accidental double booking, a booking made on the wrong date/time, or a booking for the incorrect child, only if Brella is notified by email within 12 hours of the mistake and the booking is not used.
- A technical issue caused by Brella or its mobile app such as a documented system error that caused a booking to be lost, duplicated, or mismanaged. In this case the customer must provide evidence of this technical issue, such as a screenshot.
- Significant financial hardship such as the loss of the employment by the primary breadwinner or a significant medical emergency.

Reasons NOT eligible for an exception to our refund policy:

- Family has moved or relocated
- Enrollment in a new school or child care situation
- Illness

Contact Us:

If you have questions about our refund policy, please contact us before making a purchase. We encourage you to review our [Payment Terms](#) and [Admission, Cancellation and Refund Agreement](#) (signed during your initial enrollment paperwork at Brella) for further information regarding your rights and obligations with respect to your purchases.

Changes to this Policy:

- Brella reserves the right to update or change this refund policy at any time. Any changes will be effective immediately upon posting the updated policy on our website.
- By making a purchase with Brella, you acknowledge that you have read and agree to abide by this no refund policy.

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(ren) listed below. I have read and understand the Brella Admission Agreement and agree to abide by all policies and procedures.

Parent/Guardian Signature: _____

Parent/Guardian Signature (Optional): _____

Name(s) of Child(ren) who will be attending Brella:

Date: _____