






License#917315

 631-401-2338

 631-401-6291

 631-300-3536

 [info@cloud9daycare.com](mailto:info@cloud9daycare.com)

 [www.cloud9daycare.com](http://www.cloud9daycare.com)

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## INTRODUCTION:

Welcome to Cloud 9 Daycare LLC. To facilitate greater understanding between parent(s) and provider, we have created this handbook covering childcare philosophies, business policies and expectations. Please read this carefully, and feel free to discuss with the Director any questions that you may have.

## ADMITTANCE POLICY:

Parents wishing to enroll their child(ren) to Cloud 9 Daycare LLC, must first schedule a tour of our facility and interview with the provider. Our daycare is small and close-knit, and it is imperative that any new family accepted to our daycare understands and believes in our unique philosophy and environment.

Communication is of the most importance, not only for the betterment of your child's care, but for the daycare environment as well. Providers are on the same team as parents, and if the dynamics of the two groups do not flow effectively, your child will not develop to his/her potential. An interview allows both parties to decide if our daycare is the best fit for

each family individually. Please note that we do accept children who are not immunized.



## AGE AND NUMBER OF CHILDREN ACCEPTED:

Cloud 9 Day Care will care for a maximum of 16 children. This number is based on the indoor and outdoor square footage of the child care facility as well as the number of child care providers on staff. Cloud 9 Day Care provides care for children between the ages of 6 months through 12 years of age. Cloud 9 Day care strictly complies with child care regulations regarding child to staff ratios.

## WAITING LIST:

Cloud 9 Day Care is a unique daycare environment. As such, admittance to our center is in high demand. If our daycare is at capacity, you may place your child on our waiting list, and as soon as an opening becomes available, you will be contacted. Siblings of current students will be given priority. To be placed on the list, simply fill in the Letter of Intent located at the last page of this handbook. When enrollment is offered to an applicant, we require a decision within 48 hours. If enrollment is not accepted, the applicant will be removed from the waiting list. If at a later date it is decided that the child should be put back on the waiting list, a new Letter of Intent must be completed, and applicant will be placed on the waiting list based on the date recorded on this new form.

## CHILDCARE PHILOSOPHY:

Cloud 9 Daycare's Philosophy mission is to provide a loving, nurturing, safe, unique and creative environment for children to grow and explore in. By having open communication between parents and caregiver, we will create a more cooperative and hands-on approach to education.

## COMMUNICATION:

Good communication between parents and provider is essential to any childcare program. When a new family joins our daycare, it is imperative we communicate openly about any concerns or questions that may arise, as well as share a similar childcare philosophy. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for your child(ren). Sensitive issues will be discussed in private, outside of regular childcare hours. To further facilitate communication between parent and provider, monthly calendar will be provided to you. These items will explain some of the activities and happenings within our program, upcoming events, closures, or any other pertinent, fun information that may be of interest to our families.

## ENROLLMENT POLICY:

There are several forms that we must have completed and, in our possession, before we can assume the responsibility of caring for your child. NO EXCEPTIONS. This is required by the state and if children's files are incomplete, it can cause us to lose our license. All forms must be updated every year, sometimes sooner, according to need. The forms are as follows:

- ☀ Signed Contract and Rate Agreement
- ☀ Emergency Medical Authorization Form
- ☀ Child's Health Record (will need to be filled out by a physician)
- ☀ Enrollment Form
- ☀ Sunscreen Form
- ☀ OTC Medication Form
- ☀ Media Use Form
- ☀ Pick-Up Authorization Form
- ☀ Allergy and Food Preference Form
- ☀ Immunization Form

You are required to keep us informed of any change in addresses, telephone numbers, and other pertinent information listed on any/all of the above forms. If you have any questions regarding the completion of these forms, please feel free to ask.



## TUITION/PAYMENT PROCEDURES

Your specific rates will be outlined in your Contract and Rate Agreement. Tuition is payable in advance and is due no later than drop off time the first contracted care day of each week. We do not deduct for days your child(ren) is sick, vacations or days just taken off. The weekly rate is a flat fee and is due each week. Before and after school children will pay full time rates on school breaks and vacations. Payment may be in the form of cash, or check (please make check payable to: Cloud 9 Daycare LLC. There will be a late fee of \$10 for each day that payments are not received. Repeated late payments may be grounds for termination.

## REGISTRATION FEE/LATE FEES

- ☀ A deposit of one week's tuition is required when your child registers, which will be applied to your child's last week of enrollment. This deposit will be forfeited if care is terminated with less than three weeks' notice.
- ☀ This contract may be terminated at any time, for any reason by either party with proper notice. Proper notice will consist of written or verbal notice to the provider not less than two weeks prior to the child's last day of care. If you choose to terminate care with less than proper notice, you agree to forfeit the entire deposit.
- ☀ If at any time, after consultation with the parent or guardian, I feel that you or your child pose a safety risk to any of the children in my care, we will give you as much written notice as possible that care is terminated. This action will be reserved for extreme cases only, and we will first attempt to resolve any issues with you before resorting to termination of care. Under these conditions, forfeiture of the deposit will be at our discretion.
- ☀ A late fee equal to \$10/per child/per each 15-minute interval that pick-ups are late, from the contracted hours, will be charged. Example: 1 - 15 minutes late, you owe \$10 per child; 16 - 30 minutes late, you owe \$20 per child. Late fees will be added to your account and must be paid with the following week's tuition. This will be strictly enforced, and habitual tardiness may result in termination of services.
- ☀ A non-refundable \$100 registration fee per child will be due at registry of the child(ren)



# FEES FOR CHILD CARE

## CHILD CARE FEES FOR FULL-TIME PRESCHEDULED CHILD CARE ARE AS FOLLOWS:

\$404 under the age of two, two to three years of age \$400, three to five years of age \$380, and from 6 to 12 years of age \$350 per week. Full-time child care is defined to be 35 or more hours per week.

## FEES FOR PART-TIME CHILD CARE:

Child Care fees for part-time prescheduled child care are \$85 per day. Part-time child care is defined to be less than 35 hours per week.

## FEES FOR UNSCHEDULED CHILD CARE:

Child care fees for any unscheduled hours are \$85 per day, or if less than 1 week are \$100 per day.

## COLLECTION FEES:

If any payment obligation is not paid when due, the parent is responsible for paying all costs of collection, including reasonable attorney fees, whether or not a lawsuit is started as part of the collection process.

# TRIAL PERIOD AND TERMINATION OF CHILD CARE SERVICES

## TRIAL PERIOD:

The first day of enrollment in Cloud 9 Day Care's facility is considered a "trial period." Child care may be terminated by either the provider or the parent during this trial period without advance notice.

# NSF CHECKS

If a check is returned for non-sufficient funds, you will be required to pay all fees that are incurred as a result of the returned check and subject to a \$25.00 service charge. Childcare services will be immediately halted until full payment of tuition and NSF charges has been made, in CASH. In addition, we will only accept cash or credit card payment from that point forward.

# HOURS OF OPERATION

- ☀ Normal hours of operation are Monday through Friday from 6:00a.m – 7:00p.m and Saturday from 7am-3pm. Special out of the normal business hours child care may be available through special arrangements.
- ☀ We maintain an open-door policy for parents during center hours. This means that parents are always welcome to call or drop in to see their children. We would appreciate you taking into consideration our schedule when dropping in or calling and remember that visitors usually cause children to react in an excited manner. If you call during the day, please be aware that we may be busy with the children and may not be able to answer the phone. If you would leave a message, we will call you back as soon as possible.
- ☀ Open door policy does NOT mean that our doors will be kept unlocked. We believe that it is extremely important to keep the doors locked for the safety of the children. We do not want unwanted or unexpected visitors to enter without our permission or knowledge. We also do not want little ones leaving the house unsupervised.

## ARRIVALS AND DEPARTURES

It is normal for some children to have difficulty separating from parents, or cry when dropping off. Please make your drop off brief as the longer you prolong the departure, the harder it gets. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all that is needed. In our experience, children are nearly always quick to get involved in play or activities as soon as parents are gone.

Our normal procedure is to release the child only to his/her parents, or someone else the parents designate. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day, if this person is on the list of people who are authorized to pick up your child. If the person is NOT on that list, we MUST have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if I do not know them, and the child is too young to recognize them ("Hi, Grandma!"), then I will need to ask for identification as well. We do not mean to offend but we take the safety of our children extremely seriously.

## ABSENCES

There will be no refunds or adjustments made for days missed due to illness, holidays, or days off. A place has been reserved for each child that cannot be filled on a short-term basis, so it is necessary for you to pay for all days scheduled whether or not your child is in attendance.

## CLOSED HOLIDAYS

The following is a list of the paid holidays Cloud 9 Daycare, LLC will be closed for each year:

New Year's Eve	New Year's Day	Memorial Day
Independence Day 4th of July	Labor Day	Thanksgiving Day
Black Friday (day after thanksgiving)	Christmas Eve	Christmas Day

## PROGRAM ACTIVITIES

Cloud 9 Day Care will provide daily activities, toys and materials appropriate for each child's age level to entertain the child as well as facilitate the child's physical, intellectual, social and emotional development.

A child should not bring toys from home. Toy weapons, such as guns or knives are absolutely prohibited.

Cloud 9 Day Care is not responsible for lost or broken toys brought from home. Cloud 9 Day Care will post a weekly activity chart, which will detail the activities for the upcoming week.



# MEALS

Meal times are as follows:

Breakfast

Mid-Morning Snack

Lunch

Mid-afternoon Snack

- ☀ These meals will be served by Cloud 9 Day Care and are included in the child care fees. Cloud 9 Day care will post a weekly menu for parents to review.
- ☀ Parents should inform Cloud 9 Day care of their child's favorite foods. Cloud 9 Day care may incorporate these foods into its menu.
- ☀ Parents are not to send gum or candy.
- ☀ Cloud 9 Day Care will provide meals for children with special dietary needs. The parent will be responsible for reimbursing cloud 9 Day Care for all extra costs involved with providing and preparing the special dietary meals.
- ☀ All meals provided by Cloud 9 Day Care will comply with the United States Department of Agriculture's nutritional guidelines.

## INFANTS

Infants will be fed either formula or breast milk, both of which are to be supplied by the parent. The parent is responsible for providing baby food for as long as it is necessary.

The parent should provide Cloud 9 Day Care with information regarding feeding times and other feeding instructions.

Diapers are checked on a regular basis and changed whenever reasonably necessary. After the diaper is changed, the diaper changing area will be sterilized and the provider's hands washed. Parents should provide Cloud 9 Day Care with any special instructions regarding the use of diaper-changing products, such as powder or ointment.

## TOILET TRAINING

Cloud 9 Day Care will assist with toilet training. However, the parent should first initiate the training at home.

When training has started, the parent must supply training pads, pull-ups, or underwear with rubber pants.

## NAPS/QUIET TIME

There will be a designated nap/rest time each day (see Daily Schedule). All children must either nap or rest quietly during this period. Rest time gives everyone a much-needed break during the day. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not very happy when they go home in the evening.





## SUPPLIES

The parent is responsible for providing the following items to Cloud 9 Day Care for the benefit of the child whenever reasonably requested by Cloud 9 Day Care: Change of Clothes, blanket and favorite nap time plush or teddy. Diapers are to be provided only if the brand we provide is not the ones your child(ren) use, we provide Pampers Brand.

In addition, Cloud 9 Day Care may request that the parent supply a specific item for the benefit of the child from time to time. If the parent has failed to supply the item within a reasonable period of time, then Cloud 9 Day care may purchase the item and charge the parent for the reasonable cost of the item. If Providing a blanket we ask that at end of week, we return to you and on the next drop off you return it clean, washed and sanitized

Cloud 9 Day care will be responsible for providing the following items:

Diapers (pampers Brand)	Supplies for all arts and crafts	Wipes
Smocks	Sleeping cots	Snacks and meals

## CLOTHING/ATTIRE

Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and lots of messy activities, so make sure that your child is dressed appropriately. Please do not dress your child in nice clothing and expect them to be spotless when you arrive to pick them up. Clothing should be comfortable and seasonally appropriate for outdoor play. Make sure to include hats, mittens, boots and coats for cold weather. You will be expected to provide an extra change of clothing for your child. Accidents will happen, and it is always helpful that when they do, there is clothing that we can change your child into.

## BIRTHDAY PARTIES

Birthdays are a special time, and we like to really celebrate them! On your child's special day, we will have a small party and recognize the milestone they have achieved. Feel free to send treats, such as cookies or cupcakes. Please let us know ahead of time what you are planning so that we do not duplicate sweets.

## TGIF

Two Fridays a month we will have a special treat for the children where we will incorporate a fun activity for them where they will prepare their own meal. We will make homemade pizzas, bake or we will order a special kid friendly meal and teach them and pretend they are ordering themselves through a make-believe restaurant at our very own Cloud 9 Cafe.

## FIRE SAFETY

We have a written fire evacuation plan and I incorporate fire safety curriculum into my program.

## HOUSE RULES

There are certain house rules that all children will be taught and expected to follow. This is for the safety and well-being of everyone.

There will be no running permitted in the center. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children or adults will NOT be allowed. No standing or climbing on chairs or tables. There will be no use of obscene, derogatory or disrespectful language.

Respectful treatment of other people and all property, toys, and furniture is expected. No smoking is permitted on the premises. Children and families are welcome in any areas of the home that are used for daycare purposes only.

## INDOOR/OUTDOOR PLAY

### INDOOR PLAY:

We provide a variety of age-appropriate toys for indoor play. Although the toys are categorized in centers, during free play time we believe it is an important part of your child's learning to explore outside the confinements of structured areas. Barbie's may ride on trains, or Legos built into race tracks need cars to drive on it. Limiting imagination only stifles creativity, and we believe this to be a fundamental part of your child's education. After play time, all toys will return to their designated areas. These activities help promote good health in our children. We try to instill a love for physical movement early on, so that they carry it with them into adulthood.

### OUTDOOR PLAY:

We will play outdoors every day that weather permits. When weather does not permit outdoor play, great lengths will be taken to do more music and movement and physical activities inside. Please make sure that your child is appropriately dressed (see Clothing/Attire section) for outdoor play at all times.



## DISCIPLINE – STRIKE ZONE

We believe that children behave according to what is expected of them. As long as children know what rules are in place, they naturally will begin to follow the boundaries set forth. While they are in process of learning those boundaries, we use a strike system to help guide them. This system uses the basic idea that children will make mistakes and should not always be punished for them. Strike one simply is a reminder of the rule that they are breaking and a warning to change the negative behavior. Strike two causes the child to be removed from the area he/she is continuing to make the bad choices in and must choose a new center. If the child receives a third strike, the child will lose freedom of choice, for a small amount of time, and be told where to play and what to play with to help him or her better understand the rules of the center. On the other hand, though, children should also be rewarded for following the rules as well. As well as the Strike System, we understand children strive on positive affirmations. To promote an encouraging environment within our center, we use a sticker chart reward system. They can earn a sticker by demonstrating good choices with cleaning up, manners, sharing and any other behavior we believe to be good. It is human nature to want attention and we try to bestow positive words and rewards as much as possible within our center so that positive attention is what is strived for, and not negative.

Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name-calling or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment. We understand that abusive treatment of children is prohibited by law and by the licensing regulations with which a childcare provider or authorized agent is required by law to report evidence or knowledge of suspected child abuse or child neglect, call the State Department of child protective services at [1800 342.3720](tel:18003423720)

## ILLNESS

Cloud 9 Daycare LLC is a "well-child" daycare facility. At no time do we provide sick childcare. The following illness policies will be strictly enforced, for the health, well-being and safety of all concerned.

### SICK CHILD POLICY:

Under no circumstances may a parent bring a sick child to day care, if the child shows any signs of illness (see SYMPTOMS REQUIRING REMOVAL OF CHILD FROM CHILD CARE) or is unable to participate in the normal routine and regular day care program. Sick children expose other children, as well as staff, to the spread of their illness and require additional care and attention that we are unable to give. Moreover, sick children want care from their parents in the comfort of their own homes. If other children become ill due to exposure to your sick child, either because he/she was returned to day care before full recovery or because he/she was not picked up promptly upon notice of becoming ill, other parents will be unnecessarily inconvenienced and exposed. Because this is disruptive to other children and their families, as well as our own, your cooperation on this issue is extremely important.

Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices (see Cleanliness and Hygiene).

If your child is unable to participate in the normal activities of the day care (including being able to play outside), then your child **MUST** stay home.

Children will be visually screened when they arrive in the morning. In the event a child becomes ill and needs to be picked up, the parent(s) will be called and expected to come pick the child up within one hour (60 minutes). If the parent(s) cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come and pick the child up.

A sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, (s)he may return to day care immediately if he has been free of other symptoms mentioned for at least 24 hours. If you aren't sure about whether or not to bring your child to care, please call to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion.

## SYMPTOMS REQUIRING REMOVAL OF CHILD FROM DAY CARE:

- ☀ Fever: Fever is defined as having a temperature of 101°F taken orally; (a child needs to be fever free for a minimum of 24 hours before returning to preschool, that means the child is fever free without the aid of Tylenol®, or any other fever reducing substance.)
- ☀ Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
- ☀ Diarrhea: runny, watery, bloody stools, or 2 or more loose stools within last 4 hours.  
Vomiting: 2 or more times in a 24-hour period.
- ☀ Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm and pink-eye.

## MEDICAL EMERGENCIES

Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted as soon as possible. If necessary, your child will be taken to the nearest hospital where you will be asked to meet them. If the child needs to be transported by ambulance, and there is no other staff present to stay with the other children, your child may be sent on the ambulance alone. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reach. Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required.

## SUSPECTED CHILD ABUSE

As a licensed home, we are required to report all suspicions of child abuse to our local police department or child protection agency.



## EMERGENCY PROCEDURES

In the event of an emergency concerning the safety of the children in our care, such as a fire, flood or evacuation of the home for any natural or unnatural reasons, we will take the children out of the affected area. Parents will be notified by telephone where the children will be taken.

Our cell phone number is **631-401-2338 and 631-401-6291**.

Our primary point of contact will be at the neighbor's front yard next to the premises (90 Eisenhower Ave Brentwood NY 11717). If for some reason this is not far enough, we will then take the children to Brentwood public Library, the telephone number is **631-273-7883**.

In the case of a lost child, the authorities will be notified first, and then the parents.

A conscientious effort will be taken to secure the safety and well-being of your child(ren) and you will be notified as soon as possible of any such emergency and the location in which we are at.

## TELEVISION/VIDEO POLICY

Television will only be allowed for Instructional purposes. At no other time will children be permitted to watch television. We believe that you are bringing your child here for an education and social interaction. Television diminishes both of these elements. We are by no means saying that television should not or does not play a role in your child's life. We just do not have time for it in our busy daily schedule.

## TERMINATION POLICY

We reserve the right to terminate for the following reasons (but not limited to):

- ☀ Failure to pay
- ☀ Failure to complete the required forms
- ☀ Lack of parental cooperation
- ☀ Failure of child to adjust to the center after a reasonable amount of time
- ☀ Physical or verbal abuse of any person or property
- ☀ Our inability to meet the child's needs
- ☀ Lack of compliance with handbook regulations
- ☀ Serious illness of child or provider
- ☀ Part Time spot needed for a Full-Time spot

We appreciate as much advance notice as possible when terminating. Parents are required to give three weeks written notice when they decide to terminate childcare. The three weeks will be paid in full, regardless of whether or not the child is in attendance.

We will give three weeks written notice of termination for which full tuition is due, whether or not the child is in attendance. The provider reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance. In this situation, the three weeks payment of tuition is still required.



## TAX INFORMATION

We will supply you with a year-end summary of all daycare fees paid during the year for tax purposes. This will be given to you in January each year or when services are terminated. You may request a statement at any time.

## FEEDINGS

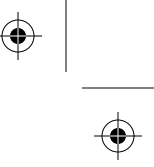
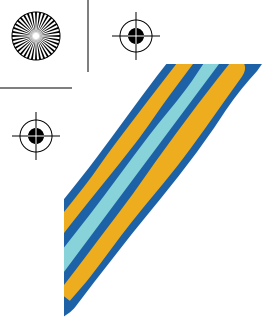
If a child needed to transition from breast feeding exclusively to a bottle, we would work directly with you, the parents, to find the most suitable solution for the infant. The transition of a toddler from bottle feeding to a cup would consist of the main feedings from the bottle until both we as the provider and you as the parent were comfortable that the child was able to receive the majority of the nutrients needed daily from a cup.

## RECALLS

On a regular basis, [www.cpsc.gov/](http://www.cpsc.gov/) website will be checked for the list of product recalls that may be found within our preschool. Any toy, equipment or furnishing found to be on this list, will be removed from the home immediately.

## REVISIONS TO THE HANDBOOK/CONTRACT

All families will sign a yearly revision to this handbook and the accompanying contract each year. We reserve the right to make changes in rates and policies, as we deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least two weeks' notice of changes.



# LETTER OF INTENT FOR CLOUD 9 DAYCARE, LLC.

Name of the Child(ren)/Date of Birth/Current Age/ Date Wishing to Enroll On

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I hereby state my preference to waitlist my child(ren) on the Cloud 9 Daycare waiting list. Child(ren)'s name(s) and age to be listed below. I understand before final acceptance of my child(ren)s' enrollment, I will schedule a tour of the facility and interview with the Director.

Signed \_\_\_\_\_ Date \_\_\_\_\_

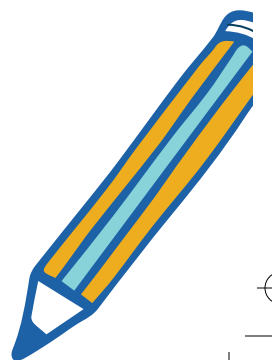
Parent Names \_\_\_\_\_

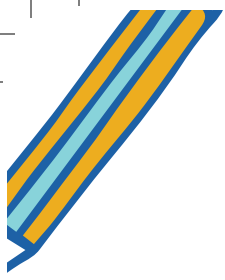
Address \_\_\_\_\_

Phone(s) \_\_\_\_\_

## Waiting List

Students will be considered for admission on a first come, first serve based on date of Letter of Intent. The child will stay on the waitlist until admitted to our school or upon parent declining position for child.





## CLOUD 9 DAYCARE, LLC.

I acknowledge that I have a duty to read and understand the contents of Cloud 9 Daycare, LLC. Parent Handbook.

Cloud 9 Daycare, LLC. Admits children to programs on a space available basis, without regard to race, religion, creed, color, national origin, or sex.

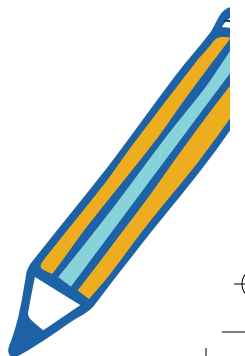
I also understand that the policies and procedures stated within the Parent Handbook are guidelines, are presented as a matter of information only, and are not to be construed as a contract between Cloud 9 Daycare, LLC. and the recipient of this Parent Handbook.

I also understand that Cloud 9 Daycare, LLC. in its sole discretion, may change, alter, modify, amend, or rescind any of its policies and procedures stated in the Parent Handbook from time to time without prior notice.

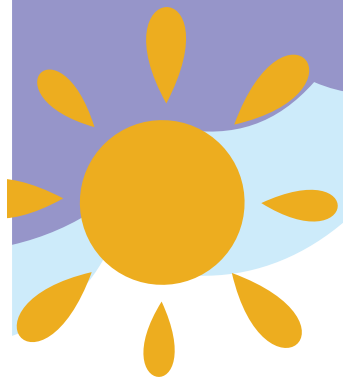
I have received and read this Acknowledgment of Receipt, know and understand its contents, and sign the same of my own free will.

Parent Names \_\_\_\_\_ Date \_\_\_\_\_

Parent Names \_\_\_\_\_ Date \_\_\_\_\_







**THANK YOU**

