

## Frequently Asked Questions...

### SYP FAQ

#### **Can my child bring a cell phone to the program?**

We encourage children not to bring cell phones to the program. If you need to reach your child, or if your child needs to reach you, we will make the accommodations for the contact to be made.

#### **If my child has an appointment and cannot make the beginning of the day's activities, what should I do?**

If you know ahead of time that your child will not be in attendance, please inform his/her teacher in advance. Field trips are excluded, you can still bring your child to the program and we will take your child to his/her class.

#### **Can parents attend field trips?**

Periodically, we may ask for parents to volunteer as chaperones on field trips. However, you may be required to pay fees for the event. Entry fees for parents are not covered in our budget.

#### **If I am unable to pick my child up by 6:00 PM, and I call ahead of time, will I still incur a late fee?**

Yes, you will incur a late fee. The pick-up time is strictly enforced. We understand that emergencies occur; however, we have to pay our staff overtime to stay beyond the hours of operation.

#### **My child has a cousin or sibling who will be in town for a few days. Can visitors attend the program?**

Unfortunately, visitors are not allowed to attend the program for we have limited space and abide by teacher-to-student ratio requirements. This program is only for those who have pre-registered and paid their registration fee at the beginning of the program.

**Are scholarships available for this year's camp?**

Unfortunately, there are no funds available for scholarships. Each child must have the weekly payment made by the parent/guardian or other arranged financing.

**Can I come to the program and sit in one of the classes or have lunch with my child?**

Yes, you may. Please make sure that you stop by the check-in desk and inform one of the SYP staff members that you are here and that you would like to attend a class or have lunch with your child.

**My child will be here only a few days a week. Do I still have to pay the full \$90 weekly fee?**

Yes, your child's spot on the SYP roster is reserved daily for his/her attendance. If your child attends one or more days a week the \$90 weekly rate must be paid.

*Should you have additional questions or concerns, please feel free to call SYP Office Manager, Torina Johnson at 469-828-1310.*