



Dear Parents and Guardians,

We understand that the quarantine is financially straining families and sadly this is true for us as well. We are a small family run business, I'm a single Mom with 3-month-old twins to worry about too. We are all in the same boat.

At this time, we are remaining open so that parents that are able to work, can work. Especially our single parents and front-line workers such as nurses and grocery store clerks. The California Public Health Department, Community Care Licensing Division and the City of Orange have all acknowledged the need for child care facilities to stay open to keep vital services running.

During these unprecedented times we are going to have to prioritize our families that are financially supporting our preschool. We have no idea how long this emergency is going to last. Originally it was two weeks, now it may be four or up to the end of May. However, we understand you can't keep paying for a service you are not using.

Here are the options we have come up with for our families who are not attending:

- If you have a \$0 balance with the school right now, we can temporarily suspend your account for a \$10 weekly hold fee (beginning next week). When you re-start we will use all the \$10 credits toward your first week tuition. You will be able to start back whenever you are ready with 24hrs notice. (We will also lock-in your current tuition rate... as I'm sure you guessed schools in the area are discussing rate increases to deflect their losses in income)
- If you have a \$0 balance and drop immediately, we will hold your last week deposit for future re-enrollment. We normally require a two week notice and apply the last week deposit to your last weeks tuition. You will need to rejoin the waiting list. We are only staffing for the number of families paying. It may take a week or more. We have to accept new students and cannot hold a spot for students who "possibly" will come back.
- If you have a balance on your account for non-payment, we will drop your account on Friday. Unfortunately, we need to abide by our contract, and you will forfeit your last week deposit. \*Any debt accrued thru 3-20-19 will still be due. To re-start, all original enrollment fees will be required including annual fees and deposit.

We are so disheartened that we will be losing some of our wonderful families because of this situation. Please let us know your decision by Friday. Due to the high volume of contact with all her client schools, it may take Loretta a bit longer than normal to respond to your request.

Please know this is the last thing we wanted to happen. Just two weeks ago, we were excited about our fundraiser (we will fill all orders sold still), farm assembly and planning an awesome graduation celebration.

With well wishes to all our students and families!

Yours truly,

