



SKIES *Unlimited*

Schools of Knowledge, Inspiration, Exploration & Skills

FREQUENTLY ASKED QUESTIONS

1. When is my bill due?

Your bill is due on the 1st of each month. All patrons will have until before the 6th business day to make a payment before a late fee will be applied.
JBLE Payment Schedule for 2015

2. How much is the late fees?

Late fees are \$10 per child per activity registered. For example: if you have 2 children; 1 registered in Dance and the other in Gymnastics. Your late fees will be \$20. \$10 for the child registered in Dance and \$10 for the child registered in Gymnastics.

3. Why do I have to provide my credit card/debit information?

All Child, Youth & School Services (CYSS) patrons must provide a VALID credit card/debit card to be kept on file as per Air Force (AF) Standard Business Policy. Your card will ONLY be processed if your bill has NOT been paid. If your payment has not been received, your card will be charges your normal activity fees, in addition to the late fee.

4. What if I refuse to provide my credit card/debit card information?

If a patron refuses to provide a credit card/debit card to be put on file, that patron must prepare a self written letter requesting an exception to policy/waiver. This letter will be given to the JBLE Instructional Program Director, who will then submit it up the Chain of Command for approval. The program Director is NOT the approving official for the exception to policy/waiver. Once a decision has been made, the patron will be notified. If the exception to policy/waiver is approved, it will be effective



SKIES Unlimited

Schools of Knowledge, Inspiration, Exploration & Skills immediately. If the waiver is denied the patron must follow the instructions of the waiver or the AF Standard Business Policy. If the patron continues to refuse to provide the credit card/debit card information, unfortunately services will be denied.

5. Can I call in to have CYSS make my payment for me each month, using my credit card/debit card on file?

No, CYSS will not make payments for patrons with a credit card/debit card on file, unless the patron has an approved exception to policy/wavier on file

6. How do I withdraw my child/children from a JBLE Instructional activity?

Patrons must submit a written withdrawal request. This form must be submitted to the Youth Services front desk, or Parent Central Services ONLY. This form is NOT to be given to the Instructor. Verbal notice to the Instructor is NOT an acceptable method of withdrawing your child from the program. ALL WITHDRAWAL REQUEST MUST BE SUBMITTED BEFORE THE START OF THE NEXT BILLING CYCLE! ONCE A BILL HAS HIT THE ACCOUNT THE PATRON IS RESPONSIBLE FOR THE BILL REGARDLESS IF THE CHILID ATTENDS OR NOT!

7. What if I am late picking my child up from a JBLE Instructional activity?

If you are late picking your child up from a JBLE Instructional activity, you will be charged \$1 per minute for each minute you late not to exceed \$15. THE LATE UP FEE MUST BE PAID ONCE PARENT ARRIVES. If there is an unforeseen emergency, it is the responsibility of the parent to contact the Instructor, JBLE Instructional Program Director (757) 878-5882) or Youth Services (757-878-2662 or 757-878-4448) IMMEDIATELY. It there is no call/



SKIES Unlimited

Schools of Knowledge, Inspiration, Exploration & Skills

no show, the instructor will call the 3 emergency pick up designees provided by the parent as well as continue to try to make contact with the parent. After all failed attempts to have the child picked up the contractor will call the Military Police (MP) to pick up the child. These procedures are per CYSS Child Abuse Prevention Program Protocol.

8. Where can I make my payment?

You can make your payment at any CYSS facility:

Parent Central Services: (650 Monroe Avenue)

7:30am - 4:30pm (Mon-Fri)

Madison Child Development Center: (926 Madison Avenue)

5:30am - 5:30pm (Mon-Fri)

Pershing Child Development Center: (1140 Pershing Avenue)

5:30am - 5:30pm (Mon-Fri)

School Age Services: (925 Madison Avenue)

9:30 am - 5:30pm (Mon-Fri)

Youth Services: (1102 Pershing Ave)

10:00 am - 6:30pm (Mon-Thurs)

10:00am - 9:30pm (Fri ONLY)

9. How many lessons am I paying for?

Your payment includes 1 lesson per week for 4 weeks. (this may vary depending on the activity)

10. If there is a holiday within the month, will my bill be pro-rated? (Please READ CAREFULLY)

Your bill **MAY NOT** be pro-rated if the instructor chooses to make up the class. Also, if there is a 5th week in the month, your bill may not be pro-rated. For example: If in the month of July there is a 5th Tuesday and one of those Tuesdays is the 4th of July holiday, your bill **WILL NOT** be pro-



SKIES Unlimited

Schools of Knowledge, Inspiration, Exploration & Skills rated, because you will still get 4 lessons within that month. You will receive a notice from instructor if there will be a make-up class. If you do not receive notice of a make-up and/or there is NOT a 5th week in that month, your bill will be pro-rated.

11. When does my child class end?

JBLE Instructional activities run on a continuous basis. The classes run all year round.

12. When can I register for a JBLE Instructional activity?

You register for a JBLE Instructional activity as anytime throughout the month.

13. Do I make my monthly JBLE instructional payment to the instructor?

NO! All instructional fee payments are made with the CYSS Front desk staff at any of our CYSS facilities. The only time the Instructor will request any funds from the patrons, is if you are paying for a costume or uniform and the Instructor will be in direct contact with you regarding payment.

14. I was late to my lesson will the instructor make up the time I missed?

NO, the instructor will only make up a lesson or class if the instructor is late or absent.



SKIES Unlimited

Schools of Knowledge, Inspiration, Exploration & Skills

15. Can I sit in with my child during their lesson or instruction?

At this time Gymnastics and Dance parents are NOT permitted in the instruction area. This is for the safety of ALL the children in the program. Taekwondo and Piano/Violin lesson parents are permitted to quietly sit in on the activity.

16. What should my child wear for their activity?

*Gymnastics students should wear stretchy clothing, where they can move freely, i.e. stretch pants, shorts, etc. A leotard is NOT required, however welcomed. NO JEANS PLEASE!! Girls should NOT have hair ties, bows or ponytails on the tops of their head as this prevents the children from properly rolling

*Dance students should wear stretchy clothing, where they can move freely, i.e. stretch pants, shorts, etc. A leotard and tights are NOT required, however welcomed. NO JEANS PLEASE!! Ballet and Tap shoes are REQUIRED!!

*Taekwondo students ARE REQUIRED to wear a Dobok uniform. This can be purchased directly from the instructor for \$40-45 (depending upon size). CYSS DOES NOT sell the uniform.

*Yoga Students will wear comfortable attire and come to class with a yoga mat (if necessary).

17. Can my child sit in the waiting area by him/herself until their class starts?

NO, if your child is not at least in the 6th grade, your child is allowed to sit in Youth Services building unattended at anytime. Parents must stay with the child until the Instructor arrives and the parent must also arrive for pick up at the completion of the class. The Instructor will then turn the



SKIES *Unlimited*

Schools of Knowledge, Inspiration, Exploration & Skills

child back over to the parent/guardian or the appointed designee of pick up.

18. If my child has asthma will the instructor administer my

childs' medication in case of an emergency?

NO, the Instructors are not allowed to administer any medications to the youth with the program. It is REQUIRED that if your child has a known condition that required medication, the parent/guardian must remain in the building for the duration of the instruction.

19. How are all the children accounted for in the program?

The children are accounted for by the sign-in and sign-out computer at the front desk as well the Instructor has a roster of all children registered in the activity.

i. All children MUST sign into the computer at the front desk upon arrive to their lesson and at the end of each lesson your child must sign out at the computer at the front desk.