

FAQs (for online websites)

Q. When can my child begin attending the program if I register them after the 1st of the month?

- A. You have three options:
1. Wait to start attending until the 1st of the following month.
 2. Pay the full monthly fee and your child can attend 48 hours after they are registered. NO PRORATION.
 3. Purchase a Club Pass and use it for your child to attend the program until the 1st of the following month.

Q. Why does the registration fee increase throughout the school year?

- A. To encourage and reward parents to register early and guaranteeing their child's place in the program.

Q. Can I register using "paper" forms?

- A. Paper registration forms are not available. You can register online or use kiosks located at the District offices or at the Rancho Santa Susana Community Center. At these locations, staff will assist you in completing the registration process. Our goal is to increase customer service and convenience and reduce paper waste.

Q. How do I drop from the program?

- A. Electronically submit written notice to info@rsrpd.us before the 25th of the month. Supply your child's name and Club location. Verbal notification is not acceptable. **VERBALLY TELLING YOUR CLUB THAT YOUR CHILD IS WITHDRAWING OF SUBMITTING YOUR WRITTEN NOTICE TO THE CLUB WHERE THEY ATTEND IS NOT ACCEPTABLE AND YOU ACCOUNT WILL CONTINUE TO BE CHARGED.** If you choose to re-register later, you must pay another registration fee, appropriate for the date you re-register

Q. I submitted my intention to remove my child from the program after the 25th of the month, what happens now?

- A. We will remove your child from the program beginning the 1st of next month. However, if you submitted your form after the 1st of this month and your credit card has already been charged, you will be charged a \$20 processing fee.

Q. If I withdraw my child from the program and re-register later, do I pay another registration fee?

- A. Yes. Each time you re-register you must pay the registration fee according to the date when this happens.

Q. What happens if my payment is received by the District after my payment due date?

- A. A \$25 Late Payment Fee will be applied if payment is not received by the 5th of the month.

Q. Does my After School Program fee include the Before School Program?

- A. No. The Before School Program is separate from the After School Program but is available for an additional fee. It is included in the Teen Clubs.

Q. Is the Registration Fee refundable? If school has not started?

- A. The Registration Fee is non-refundable.

Q. Is there an additional child(ren) discount available?

- A. There are no additional child monthly discounts available.