



SHADES Drop In Agreement

6701 W. Emory Road
Knoxville, TN 37931
865-938-9164
www.SHADESofDevelopment.org

The SHADES of Development drop-in service is designed to give participants with floating schedules, occasional care needs, or emergency care needs an option for attending SHADES. Participants can choose drop-in care as their only form of participation in the SHADES program, or participants can utilize drop-in care as a supplement to one of the partial week service plans.

Regardless of your drop-in needs, due to DHS licensing guidelines for maintaining staff/child ratios, participants using the drop-in service must reserve a space each date he/she plans to attend. Upon making a *space reservation* the participant will receive a *space reservation* confirmation number from a SHADES of Development staff member confirming that space is available to receive the participant’s child on the day requested. This confirmation can occur by phone, e-mail or in person. Drop-in spaces are limited and are filled on a first-come, first-serve bases. We typically have 2 spaces per group per day. The child’s school teacher should then be notified in writing that the child will be attending SHADES for the day.

Process for using drop-in service

1. Register to attend SHADES as a drop in participant.
2. Sign up for Tuition Express. Tuition Express is an automatic draft program. **Drop In participants must participate in the Tuition Express program.**
3. Make your drop-in *space reservation*. Call, e-mail or inquire in person to reserve your drop in space. If space is available, you will receive a drop-in *space reservation* confirmation number. Drop-in space reservations may be made in advance. **Drop in space reservations must be made and confirmed no later than 12:00 PM for same day service.**
4. Note your drop-in confirmation number for your records.
5. Advance drop-in *space reservation* will be billed to your Tuition Express account at 12:00 PM the day prior to the space reservation date. All reservation made after 12:00 PM the day prior to the space reservation date will be processed immediately upon distribution of the drop-in *space reservation* confirmation number.
6. Send a note to the school teacher indicating your child will be attending SHADES for the day.

Cancellation policy for drop in space reservations

1. **Cancellation of charges can only be honored for advance reservations cancelled by 12:00 PM the day prior to the space reservation date.**
2. Note your space cancellation reservation number to verify your space reservation cancellation.

SHADES of Development reserves the right to terminate drop-in services for failure to adhere to the space reservation process or declined tuition express accounts. All other terms and policies outlined in the SHADES orientation, handbooks and literature apply.

Child’s Name _____

Birth Date _____

Parent’s Signature _____

Date _____

Revised 6/30/14