

# Frequently Asked Questions



**RIGHT AT  
SCHOOL**

## **How do I register and pay for Right At School?**

You can register and pay online on Monday, April 24<sup>th</sup> using your credit card or direct checking account, at [www.rightatschool.com](http://www.rightatschool.com). Just click on "Register" in the top right of your screen, then find and select your school. Families will need to register for each of the RAS program needs based on their schedules). For example: a family needing to drop off their child at 7am and then have care until their child's PM JK class at school will need to enroll in both the Early Adventures (before school) and the JK Wrap AM session.

## **What are the hours of operation for each program offered"**

- \*Early Adventures (Before School): 6:30am – morning bell (School begins at 8:20am)
- \*JK Wrap (AM Session with RAS): 8:20am – 12:30pm (JK PM session in school runs from 12:30pm-3:20pm)
- \*JK Wrap (PM Session with RAS): 10:55am – 3:20pm (JK AM Session in school runs from 8:20am-10:55am)
  - \*\*RAS is working with the current vendor for school lunches to provide this option for JK wrap students
- \*Right Club (After School): 3:20pm – 6:00pm (On Wednesdays our RC programs runs from 2:20pm-6:00pm)

## **My child will be attending the JK program in our school for the 2017/2018 school year. As I do not know if they will be in the AM or PM Session, should I enroll in both JK Wrap sessions for Right At School?**

You only need to register for either the AM or PM wrap session with us. We will be working with each of our elementary school partners once their JK schedule / attendees are finished to work on placing our program wrap students in the correct sessions. Parents will be notified once these have been set.

## **Will Right At School be offering pre-school programming?**

At this time, Right At School will not be offering pre-school programming.

## **How many days a week can my child be a part of Right Club?**

Families may sign-up for 1-5 days per week of the Right Club after-school program and can change their schedule as needed each month.

## **Is Right At School's Right Club program licensed?**

We are happy to announce that we will be licensed for our Wauwatosa programs and are in the process of submitting paperwork to the office of DCFS to obtain our license. Full licensure will depend on the DCFS office and how quickly a representative is assigned to the program.

## **I can't pick up my child on a day they are not signed up with Right At School, can they do a Drop-in?**

Yes! We offer drop-ins into our program at a flat fee of \$35 per child per day. You must register online or via phone with our Customer Service department by noon the day of for after school and the day prior for before school.

**Can I add a day to my child's Right Club schedule?**

Families may change their child's Right Club class schedule at any time by logging into your account and selecting "Change my Child's Schedule." For week-of schedule changes, please call Customer Service at 855-287-2466. There are no refunds or credits provided for the current month of service.

**What is the 10-day Punch Card option?**

Our Right At School Punch 10-day punch card is a pre-paid option for families who may need more than a few drop-in days within the school year. This allows families 10 days of drop in care for either the before school or after school program times during the school year. By prepaying for the punch card vs. using the daily drop in rate of \$35 – the punch card provides families the savings up to \$100. One punch is needed for each of our programs (Ex: if you need a day for both the before school and after school programs that equals 2 punches on your card)

**When is Tuition due for Right Club?**

Right Club tuition is billed bi-weekly on Sundays. Tuition is due the same day as the billing appears on the account.

**Are there any extra fees to Right club?**

There is an annual \$60 registration fee per-family for all Right Club programs, which is due in full upon registration.

**I have more than one child with Right At School, do I get a discount?**

Yes! When siblings are enrolled in any Right Club option, there is a 10% discount on the bill for the lowest-cost child per additional child.

**My child was absent, can I get a refund?**

There are no refunds given for student absence (including illness, vacation, suspension, etc.). If a child gets sick with a communicable illness or disease, s/he will be prohibited from attending Right At School programs for a determined period of time (depending on what the illness or disease is) and those missed days will not be refunded.

**Right At School's program was cancelled today, will I get a refund?**

No refunds will be given for programs that are cancelled due to weather, facility issues, school closures, school-dictated unavailability of space, or any other issue beyond Right At School's direct control.

**Does Right At School run on Winter and Spring Break Camp and other days off of school?**

Right At School is currently working with the Wauwatosa school district to help support full days off of school, Break week Camps, and Summer Camp program options for families / students in the 2017/18 school year.