



FREQUENTLY ASKED QUESTIONS

- **What hours are the Child Development-Campus Club Office open?**
During the school year: 8:00 am to 5:00 pm; Monday – Friday.
During the summer break: 7:00 am to 5:30 pm; Monday – Thursday.
- **Who can register my child?**
Birth parents or legal guardians, ONLY. Unfortunately, step-parents, grandparents, neighbors, siblings, etc. are UNABLE to register students.
- **Who is required to attend orientation?**
Orientation is only for parents with an enrolling kindergartner, who have not had a prior student in Campus Club.
- **How soon will my child begin program?**
Once the completed application/contract and fee is turned in, you will be given a start date for your child/children within two weeks to begin.
- **How do I pay my Campus Club bill?**
You can pay your Campus Club bill by personal check, cashier's check, money order or bank check. Payments may be mailed or hand delivered to the Child Development office.

Credit card payments can be made at <http://clovisusd.revtrak.net/>. A 3.49% service fee is applied at check out.

You may set up bill pay through your bank but be aware of their processing time to make sure your payment is received in our office by the 10th of the month.

- **When is my payment due?**

Campus Club is a prepayment program with the monthly fees being due on the 1st of the month. A \$15.00 late payment fee will be accessed on the account after the 10th of the month.

- **Can I drop my payment off at the Campus Club classroom at my child's school?**

Payments are only accepted in the Child Development Office. The Campus Club staff at school sites do not handle money.

- **Can I change my schedule?**

Schedule changes are due by the 20th (August/September changes due August 10th and January changes due December 15th) of the month prior to the month you want to change. Schedules must remain the same each week of the month. All changes MUST come through the Child Development office.

- **I have joint custody; can my child attend every other week?**

Campus Club is a set scheduled, prepaid monthly program. We are not able to accommodate drop in or flexible schedules. EXAMPLE: If you choose Monday and Thursday, you would pay for every Monday and Thursday of the month.

- **Does Campus Club have subsidized funding available?**

Campus Club is a fee based program. The enrolling parent is billed directly. We do not bill third party.