



Waitlist Terms of Service

Trust Child Care has 3 separate waiting lists:

- 1 for families seeking a 2-day schedule
- 1 for families seeking a 3-day schedule
- 1 for families seeking full-time

Your family may register for 1 or all of these waitlists, and may do so at one time or at separate times, by paying the registration fee one time.

Please note that if you register the same child for another waitlist schedule later, the date you originally added your child will be considered your date of registration for each particular waitlist.

Trust has a total of:

- 3 part-time (3 Monday/Tuesday/Wednesday and 3 Thursday/Friday) and 27 full-time infant spaces
- 6 part-time and 39 full-time toddler spaces
- 8 part-time and 40 full-time preschool spaces
- Our 27 Kindergarten spaces are offered solely on a full-time basis

The waitlist list is organized using the following information:

The most important factor is the **date you add your child to our online waitlist**. We also filter our list based on the following criteria:

- Requested start date
- Priority enrolment groups

1) Children currently enrolled (e.g. looking for schedule change), siblings of children currently enrolled, and staff children priority group #1

2) *Families currently waiting past desired start date are priority #2

3) General wait list is priority #3

Trust strongly recommends joining multiple waitlists and exploring all child care options, as waitlist registration at Trust is not a guarantee of space.

If a space becomes available within Trust Child Care, management assigns the space to the first child on the corresponding waiting list, based on the above enrolment priority groups.

Due to the waitlist's unpredictable nature Trust does not provide estimated wait times, a potential number on the waitlist prior to waitlist registration, or potential odds of gaining a space. Families should refer to the online waitlist for information, as this site can provide real time updates and the most exact degree of information possible to all families.

In this case you do not have to reapply to the waitlist! If your start is delayed past your desired month, your queue in the new month is based on your initial registration date for that particular child.

If a family does not receive a space in the month they requested, Trust moves them and all other families waiting for a space on to the next month's waitlist. The waitlist for that new month is then resorted, based on when each family paid their waitlist registration fee. This means your place on the list can fluctuate month to month.

Trust wants families to have as accurate view as possible of how the list is shaping up, ahead of time. Our waitlist is sorted so that your number in queue for a given month is reflective of other families who requested the same month, as well as people who requested the 3 months before.

Eg: If you register for the September waitlist, your number on the list will be based on the registration dates of people who requested June, July, August, and September. Trust does this as it is possible that those waitlisted people may not get a space by September, and we don't want one's number on the list to change drastically with little notice, if others do move onto your month's waitlist.

Families who check to see what their position would be in other months via the online waitlist, will have their number predicted in the same way (ie: the estimate will factor in people on the list 3 months prior).

You may alter your requested start date, or requested schedule directly by editing your online waitlist settings.

You may alter your requested schedule directly by editing your online waitlist settings. Online deferrals and schedule edits will be allowed with no penalty right up until a family is offered a space.

Deferrals and schedule change edits requested after a space has been offered will not be accepted.

It is impossible for us to predict how quickly our wait list will progress; therefore, we cannot provide an approximate entry date when you apply.

You may want to try requesting a space a month or more before the date you need a space. The more time you give us to work with, the more likely we'll be able to accommodate your needs!

The transition period is 10 days for an infant, and 5 days for all other children.

The official start date you are offered is the first day of your family's transition. Plan accordingly for either this 5-day or 10-day transition (dependent on your child's classroom) as someone is required to be able to pick up early/throughout the day during this time period.

If you requested multiple schedule and enrollment options, you will be offered the first available schedule option that comes available. Schedule change edits requested after a space has been offered will not be accepted.

When your requested space (or one of your requested schedules) is available you will be contacted via email. Email notification and all required paperwork and payment must be returned within 24hrs or one business day, after which we will contact the next family on the list. Parents who do not accept the offered space (this includes deferrals) or do not return notification within the required time frame, will be required to re-apply to the online waitlist.

Ensure you let us know if you are going away and that your contact information is current.

Parents who accept an available space and particular schedule offered to them are responsible for payments for the space and schedule from the date it is reserved for their child, regardless of whether or not this is the date or schedule on which the child actually begins attending Trust Child Care.

Once you have been offered a space you will be emailed a daycare confirmation form, which must be signed and returned within 24 hours. If we do not receive your daycare confirmation form and corresponding deposit payment within this time frame your spot will be forfeited. You will be required to reapply to the waiting list. Your \$50 will not be refunded.

If families withdraw their child/children from the day care for a period and re-apply for admission, they will be required to re-apply to the waitlist.

Families who wish to remove themselves from the waitlist may do so directly through the online waitlist site. Families who withdraw from the waitlist prior to being offered a space may receive a credit of \$50 by requesting a refund directly through the online site. Refunds will not be offered to families who remove some but not all children from the waitlist. The remaining \$100 of the waitlist fee is non-refundable.

If a family withdraws a currently enrolled child and has another sibling still on TCC's waitlist, the waitlisted sibling no longer receives priority placement on the list.

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If a family withdraws from Trust, when they place their family on the waitlist again it will not be a priority placement.

Sibling Enrollment:

Current Trust Child Care Families do receive priority 1 consideration for our waiting list. This does not mean, however, space for the month you wish is guaranteed. (Eg: Trust prioritizes the schedule requests of families currently enrolled at the centre. Even if you see you are #1 on the list, the needs of these families will be accommodated first. This means even a placement of #1 on the list is not a guarantee of space in the month you desire).

Your number on the waitlist can fluctuate due to other siblings on the waitlist (eg: if you are on the list for July, and another sibling enrollment family who registered earlier than you does not get their space in June, when they are moved to the July waitlist they will then be above you on the list for a space.)

Trust waives the registration fee for siblings of children currently enrolled at Trust.

When your space comes available we will email you an offer. This typically occurs one month in advance.

To register and confirm an offer for space you must provide your last month's deposit. This deposit is non-refundable.

All transitions into the centre occur on the first of each month.

Payment will not be altered for those wishing to change their start date after registration.

Trust has a 10-day gradual transition period for infants, and a 5-day transition period for toddlers. This applies to families enrolling a sibling and will not be altered.