



Before and After Care Drop In FAQs

I don't have a Camp Brain account, should I start one to pay my bill?

No. We have created accounts for each household, you should have received an account activation email with a link to get set up. Please do not make another account. If you have not received an account activation email, please email enrichment@lfno.org.

How do I avoid drop in fees?

Pick up on time at dismissal or enroll your child in a Before & After Care plan. If Camp Brain registration has closed, please complete the Google Form to enroll (link on Before & After Care page of the school website) effective beginning the first school day of the next month.

I thought I paid via check, but it isn't in the system. Who do I talk to?

Please email billing@lfno.org. If you have a check number, date, and amount, that makes it easier to confirm in the system.

What is the drop in rate? How are late pick up fees assessed? How much does a plan cost? Is it cheaper to choose a plan or do drop in?

All pricing information is available on the school website at <http://www.lfno.org/before-and-aftercare/>. Every family's schedule and situation is different, so it is up to you to choose the best option for your family.

My child is in an enrichment activity, why is there a fee for aftercare?

When activities end, any students who don't have a parent or authorized pick-up present will be taken to after care. During registration, the permission form included this line:

"I have made arrangements to secure timely pick up of my child at the conclusion of each scheduled activity. I also understand children will be sent to Aftercare and billed at the drop-in rate (unless they are enrolled in an aftercare plan) if they are not picked up on time."

I am having trouble, can I start a new account?

No, use the password reset option on the home page. Having multiple accounts makes it difficult to bill your family accurately and we merge duplicate accounts.

I have multiple children and pick them together. Why are the fees different?

If one student is enrolled in more enrichment activities than another or one went home sick one day, this impacts aftercare charges.

My child is signed up for aftercare but there is a drop in charge. Why?

If you are signed up for a one or two day a week plan, your child must attend the same weekdays every week and you will be charged the drop in rate for other days.

The date is a day that I picked up on time / there was no school / etc. Is it wrong?

You'll need to look at the description line of the statement to see what the charge is for. The date is when the charge was entered in the Camp Brain system, which is not the date the drop in happened. The description line next to the date should say "# days of after care in November at \$13 / day" or something similar.

Email further questions to enrichment@lfno.org.