



# Bright Horizons Cancellation Policy & Late Fees

## **What is the center's cancellation policy?**

If you have a confirmed reservation and your plans for care change, please contact Bright Horizons immediately. Your cancellation will assist us in making every effort to accommodate other families' requests. Reservations must be canceled no later than 5:00 p.m. on the business day prior to the reserved day of care.

## **If I cancel my reservation late, does this still count as one of my uses?**

Yes, if circumstances arise and you are unable to cancel prior to 5:00 p.m. the business day before, your reservation will still count as one of the uses allotted by your employer. For more information on your use limit, please ask the center staff.

## **I pay Bright Horizons a fee – If I cancel my reservation late, do I still have to pay?**

Effective immediately, Bright Horizons will collect late fees for any no-shows and late cancellations. Any late fee will be equal to the amount of the scheduled utilization fee, unless otherwise noted. Employees can pay the center with cash, check or credit card.

## **I pay my employer a fee – If I cancel my reservation late, do I still have to pay?**

This varies by employer. Many of our employer partners handle fees internally through payroll deduction (or employer check) and may or may not collect late fees. For more information about fees collected by your employer, please ask the center staff or consult your HR department.

## **Where can I find out more information?**

If you have any questions about the cancellation policy, late fees, or back-up care in general, please let us know! You can also refer to the Bright Horizons Parent Handbook available in the center or online at [www.brighthorizons.com/back-up](http://www.brighthorizons.com/back-up).

