March 27, 2020

Dear Families,

Thank you for your patience and understanding during this challenging time. Some of you may not be aware that we are a department which generates our own revenue. With the anticipated loss in revenue during our current health crisis, and knowing we are not supported by revenues allocated from Instruction and General (I&G) funds like most departments, it was imperative that we fully consider all of the financial implications of this closure. These concerns include ensuring that we are able to continue to support our staff's salaries during this time. Keeping this in mind, and understanding that many things are still unknown, we have made several decisions regarding tuition. They are as follows:

- Student, staff and faculty families will be able to request up to a 3 day vacation credit to be applied towards their regular tuition for March 16th, 17th and 18th only if care was not used during those days. These days are outside of the 2 week vacation credits normally available to staff and faculty families. Please send your request to weecare@unm.edu and include “Vacation Credit Request” in the subject line. In the body of the email, please include the name of the contracting parent; your child’s name; your child’s classroom; and the days you are requesting a vacation credit for between March 16th – 18th.
- No credits will be issued for March 19th & 20th as these two days were pre-planned closures and have already been calculated into your regular monthly tuition.
- A 33% credit will be applied to March bills that were previously submitted to the bursar’s office. This reflects a credit for the 7 unplanned days that the Children’s Campus was closed for the month of March (March 23rd – March 31st).
- Families currently on a CYFD Income Support Contract will have their March and April co-payments waived.
- We will work individually with families utilizing our CCAMPIS program to determine if a credit is needed.
- We will not be submitting our normal April billing until May. This will allow us the opportunity to proactively address any billing changes for the month of April.
- Any future billing during this health crisis will also be discounted based on the total unplanned days that we are closed.

We appreciate your support and patience as we navigate this evolving situation and will continue to keep you updated as we receive additional information. Please feel free to email me or a member of the management team should you have any further questions.

Stay Well,

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