

# Welcome to **AlphaBEST** EDUCATION

## I Dream Public Charter School

### AlphaBEST.org

Parent Portal CAN...

- ⇒ Enroll a child
- ⇒ Make a payment
- ⇒ Set up Auto-pay
- ⇒ Change a schedule
- ⇒ Add a child
- ⇒ Change authorized pick up list
- ⇒ View Statements

### What Customer Service CAN DO

- ⇒ Update personal info
- ⇒ Help with billing

### Payment Info

- ⇒ Weekly tuition is due every Monday or monthly tuition is due the first Monday of the month at AlphaBEST.org

*\*credit/debit cards or checking accounts accepted*

- ⇒ Late fees are processed on Thursday
- ⇒ Account will be suspended after 10 days with out payment






### Program Hours

Before Care: 7:00–8:30 a.m.

After Care: 4:30–6:30 p.m.

Program Location: Cafeteria

Pick up/Drop off: Cafeteria Door /Back Lot

AlphaBEST EXTENDED DAY		WEEKLY SCHEDULE			
TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
4:30–4:45 pm	Check In Attendance B.E.S.T. Pledge	Check In Attendance B.E.S.T. Pledge	Check In Attendance B.E.S.T. Pledge	Check In Attendance B.E.S.T. Pledge	Check In Attendance B.E.S.T. Pledge
4:45–5:45 pm	Bathroom Snack Outside Homework				
5:45–6:30 pm					
	Clubs/Outside/Gym				

### Contact Information

Site – [idreamcharter@alphabest.org](mailto:idreamcharter@alphabest.org) 202-740-6244

Area Manager– Laura Taylor, Regional Director [LTaylor@alphabest.org](mailto:LTaylor@alphabest.org)

Customer Service– [dccustomerservice@alphabest.org](mailto:dccustomerservice@alphabest.org) 336.293.0003

### Policies and Procedures:

- Please report absences to your Site Director via email or site phone
- Each child must be escorted in and signed in and out of the program daily by an authorized adult listed on the child's enrollment form. Any unknown authorized adult picking up a child will be asked to present identification when picking up.
- All customer service requests must go through the parent portal or the customer service department. Site Directors and Area Managers are not able to issue refunds or change schedules/enrollment.
- **ALL BILLING/SCHEDULE CHANGES MUST HAVE A TWO WEEK NOTICE**