

2020-21 Registration F.A.Q.

Families – please note at this time, we are prioritizing enrollment of children into Emergency Childcare. We may not be able to respond to your inquiries and concerns immediately. Thank you for your patience and understanding as we process our 2020-21 registrations.

Have you received my packet? Was my packet submitted successfully?

Upon completing your packet, you should receive an email titled “You signed: ‘Launch 2020-21 Registration Packet’”. The body of the email says “You’re done signing” and your completed, signed form is attached. When you receive this email, that means we have successfully received your packet as well. You do not need to take any further action until we reach out to you regarding payment.

Please do not email us the attachments of your completed packet – it prevents us from streamlining the sorting and processing of the packets we receive automatically upon submission. Rest assured if you have received the above email and a copy of your completed packet, we have received it as well.

I completed the packet. Can you confirm that you’ve received it?

If you receive the email mentioned above, we have received your packet. We will do our best to confirm reception of your child(ren)’s packet but we cannot guarantee an immediate response.

How/where/when do I pay my registration fee(s)/summer camp deposit(s)?

We will reach out to you with instructions on paying your registration fee(s) online. Please do not pay prior to hearing from us. If online payment poses a barrier to you, we will work with you on alternatives to pay your registration fees.

I have a credit on my account. Do I still need to pay my registration fee(s)/deposit(s)?

Payments for registration can be taken out of account credits in place of paying separately online. If your account has a balance sufficient enough to cover the cost of your registration fee(s)/deposit(s), this option will be offered to you in the email you will receive regarding payment for registration.

Does my child have a spot? Can you confirm my child’s spot at [site]?

If you have paid your registration fee(s) and/or deposit(s), your child is *registered* and has a spot reserved.

At this time, we cannot confirm *enrollment* spots. You will receive a confirmation email regarding your child(ren)’s enrollment status by the end of May. Thank you for understanding.

I can’t submit [health/medical/dietary/CIS form] right now. Will my child lose their spot? Can you hold my spot for me?

As long as you have submitted your registration packet, you are in line for a spot as all registrations are timestamped upon submission. We enroll children on a first-come, first-serve basis – we do not reserve spots. Please submit your child(ren)’s supplemental forms to registrationforms@launchlearning.org as soon as possible – we will need them on file before your child’s first day.

I can't figure out the online registration packet. How do I print/save/send it to you instead?

The online packet is meant to be completed *entirely online*, including signatures and submission. It cannot be downloaded, saved, or printed. Instructions have been posted on the website here:

<http://www.launchlearning.org/for-families/forms/>.

Please reach out to registrationforms@launchlearning.org if you require assistance. If we have worked together to try and complete the packet and you still need to make alternate arrangements, we will be happy to help.