



# SHADES Drop In Agreement

6701 W. Emory Road  
Knoxville, TN 37931  
865-938-9164  
www.SHADESofDevelopment.org

The SHADES of Development drop-in service is designed to give participants with floating schedules, occasional care needs, or emergency care needs an option for attending SHADES. Participants can choose drop-in care as their only form of participation in the SHADES program, or participants can utilize drop-in care as a supplement to one of the partial week service plans.

Regardless of your drop-in needs, due to DHS/DOE licensing guidelines for maintaining staff/child ratios, participants using the drop-in service must reserve a space each date he/she plans to attend. Upon making a *space reservation* the participant will receive a *space reservation* confirmation number from a SHADES of Development staff member confirming that space is available to receive the participant’s child on the day requested. This confirmation will be sent through Procure Engage. Drop-in spaces are limited and are filled on a first-come, first-serve bases. We typically have 1 spaces per group per day. The child’s school teacher should then be notified in writing that the child will be attending SHADES for the day.

### *Process for using drop-in service*

1. Pre-Register on the SHADES website and then complete full register to attend SHADES as a drop in participant.
2. Sign up for Tuition Express. Tuition Express is an automatic draft program. **Drop In participants must participate in the Tuition Express program.**
3. Make your drop-in *space reservation*. Send your request through Procure Engage. If space is available, you will receive a drop-in *space reservation* confirmation through Procure Engage. Drop-in space reservations may be made in advance. **Drop in space reservations must be made and confirmed no later than 12:00 PM for same day service. Drop in spaces can not be approved for request after 12:00pm the same day.**
4. Advance drop-in *space reservation* will be billed to your Tuition Express account at 12:00 PM the day prior to the space reservation date. All reservation made after 12:00 PM the day prior to the space reservation date will be processed immediately upon distribution of the drop-in *space reservation* confirmation.
6. Send a note to the school teacher indicating your child will be attending SHADES for the day.

### *Cancellation policy for drop in space reservations*

1. **Cancellation of charges can only be honored for advance reservations cancelled by 12:00 PM the day prior to the space reservation date.**
2. Note your space cancellation confirmation to verify your space reservation cancellation. You will receive this confirmation through Procure Engage.

SHADES of Development reserves the right to terminate drop-in services for failure to adhere to the space reservation process or declined tuition express accounts. All other terms and policies outlined in the SHADES orientation, handbooks and literature apply.

Child’s Name \_\_\_\_\_

Birth Date \_\_\_\_\_

Parent’s Signature \_\_\_\_\_

Date \_\_\_\_\_

Revised 6/1/2023