

HOURS OF SERVICE



Mother Hen operates basically from 7:00am - 6:00pm on weekdays. Due to cut backs, **Mother Hen service is limited before 9:30am and between 2:00pm and 4:30pm.** We also can no longer honor any requests past **6:00pm.** We are sorry for any inconvenience that this may cause you and your family.

DELINQUENT PAYMENTS



We respectfully ask that those of you whom pay by check, **pay within 30 days of receipt of bill.** We reserve the right to **cancel service** if a customer is more than 60 days in arrears until account is paid in full.

For those customers whose accounts are chronically in arrears, we reserve the right to **terminate service.**

NATIONAL HOLIDAYS - WEEKENDS



Mother Hen is **CLOSED** on all National holidays (ie: **Martin Luther King Jr. Day, Presidents Day, Good Friday, Memorial Day, 4th of July, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and the day after, Christmas Eve through New Year's Day**) and weekends. We are *open* during most school vacations. If you are going to be out of town or out of the country, we will be happy to honor any special transportation needs for your children during these breaks.

SNOWDAYS & EARLY CLOSINGS



Mother Hen will **NOT** operate on **snowdays** when **Chappaqua Schools are closed.** Heaven only knows...if it isn't safe to drive the children to school, it certainly isn't safe to transport our little chicks!

When Chappaqua Schools are on a **delay (1 hour, 90 min, 2 hour, etc.),** Mother Hen will cover requested trips from **NOON on only.** Those customers whose service is cancelled due to this will receive a snow day credit.

If Chappaqua Schools **close early due to inclement weather,** Mother Hen will only cover **regular take home trips from school. NO service will be provided for after-school activities.** We reserve the right to cancel any scheduled service deemed unsafe to perform due to inclement weather conditions.

RADIO ANNOUNCEMENTS

WFAS 1230 AM
103.9 FM

WPUT 1510 AM
105.5 FM

WOR 710AM
98.7 FM

WLNA 1410 AM

WHUD 100.7 FM

WZFM 107.1 FM

WEB ANNOUNCEMENTS

www.whud.com - storm center

If your school or program has an **early dismissal,** please notify the office to either; change your pick up time to the dismissal time, to **request** a different pick up time and location, or to cancel trip all together.

SCHOOL CALENDARS FOR MONTHLY CUSTOMERS



Please submit a written schedule or program calendar for your child's activity. **Do not assume** that we know what days your child's program is closed if we haven't been given a schedule or calendar for the program you child is attending or if the calendar has been changed and you did not send us an updated list!!

It would be a good idea to call our office to confirm that we have your trip cancelled if service is not required. This will avoid a lot of confusion and erroneous billing.

Be advised that if you have **not** sent us a calendar or the calendar that you originally sent us was **changed** and you did not inform the office and / or have **not** cancelled the trip and we attempt to pick up for a program or school that is closed, you will be assessed the full transportation charge for your scheduled trip.

DRIVEWAY POLICY



Drivers are not to go into private driveways. Pick up and drop off locations at residences will be at the end of the driveway. We will **not** back into or out of any driveway for any reason. To avoid confusion, there can be **no exceptions.**

RESPONSIBILITY BETWEEN HOME AND BUS



The bus driver's primary responsibility is the safety of the vehicle and the passengers within it. Parents or nannies are responsible for bringing the children to the bus and placing the child in his or her carseat. Likewise, the nanny or parent is responsible for getting the child off of the bus. We **strongly** discourage drivers leaving the driver's seat for any reason.

We will only walk the children into their classrooms or sign the children out of their classroom providing that there are **no other children on the bus.** We **can not** leave any child unattended on the bus for obvious safety reasons. If this is something that you would like to **request** the driver to be able to do, we will **try** to accommodate you. Requests must be sent to this office in writing either by fax or by mail and state the following:

- 1) Child's classroom number and location.
- 2) Name of child's teacher or supervisor.
- 3) Consent for driver to sign child in and / or out of classroom or program.

CHILD'S NAME (Please Print) _____

CLASSROOM NUMBER _____

LOCATION OF CLASSROOM _____

CHILD'S TEACHER / SUPERVISOR _____

I hereby request and give my consent to allow the assigned driver of Mother Hen's Helpers, Inc. to walk into my child's program to pick up and / or drop off my child.

Parent's Signature _____