

Frequently Asked Questions



- **What is the phone number and fax number?**

Our phone number is 205-988-4017. Our fax number is 205-988-5062.

- **What are the center hours?**

6:30 a.m. to 6:30 p.m Monday through Friday

- **Where are you located?**

2191 Parkway Lake Drive

Parkway Lake Drive is adjacent to Riverchase Parkway and Highway 31.

- **What forms do I need to register my child?**

All registration forms may be obtained by following the link under “forms” on this website or by requesting a packet from the center. You will also be asked to provide your child’s State of Alabama blue immunization card.

- **Are meals provided by the Center?**

The Center will provide a nutritious morning and afternoon snack.

You may send a lunch from home, bring lunch to your child or you may order a lunch for a fee of \$5.00. Lunch orders must be placed by 8:30am.

- **What is the cost of care?**

Backup care is \$15.00 per day, per child. Transition care is \$25.00 per day, per child. Payment is due when you drop your child off in the morning.

- **Are reservations required?**

Reservations must be made in advance. Reservations can be made the morning of (space permitting) or up to 90 days in advance.

- **What is the cancellation policy?**

If you make a reservation and do not attend or cancel within 24 hours prior to your reservation, you will be charged. School Age reservations require a cancellation notice of one week.

You will not receive a credit or refund for cancellations of Transition Care days.

- **What happens if my child gets sick while at the center?**

You will be notified immediately and asked to come and pick up your child.

- **What items do I bring with my child?**

All personal items, diapers, wipes, bottles, lunch and a full change of clothes for all ages. Please label all personal items.

- **Can my grandchildren attend the center?**

No, unless you are the legal guardian of that child. TodayCare will require a copy of a court document that designates the grandparent as the legal guardian of the child.

- **How many days a year can I use the center?**

You can use the center 50 days per calendar year for backup care with no more than 15 days consecutively.