

# Emergency Contact and Pickup Authorization

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**Effective:** September 10, 2026

**Version:** 2026-09-10

**Program:** Twin Forest Education Center (the "Program," "we," or "us").

**Contact:** info@twinforesteducationcenter.com · (626) 268-3016

This document addresses collection from the Program, not transportation from school. It applies to the child identified on the acceptance record.

## 1. Contacts and permissions

I will provide a reachable guardian number and at least one other emergency contact, with name, phone, relationship, and preferred contact order. I will tell those people they are listed and update information promptly.

Emergency-contact status is not automatically pickup authorization. Likewise, billing status, a primary-guardian label, or access to a portal record does not establish physical pickup rights. The Program will maintain a current collection authorization and consider applicable legal custody rights and restrictions.

## 2. Release and identification

Staff will release the child only to a verified person with appropriate authority, or under a separately approved independent-departure arrangement. Staff may require photo identification and additional reasonable verification. A verbal password supplements, rather than replaces, identity and authorization checks.

For someone not already approved, staff must verify a request with a guardian who has authority, using known contact details, and record the authorization before release. A message from an unknown phone or possession of a child's details is not sufficient by itself.

Update the pickup list using the available account controls or contact the Program. For a same-day change, call and obtain confirmation that staff received it. The Program must reconcile changes with any working paper list. Do not assume an unacknowledged message has reached the collection staff.

## 3. Custody and safety concerns

Provide relevant orders or restrictions promptly. Staff do not resolve custody disputes and may seek appropriate assistance where authority is unclear or there is an immediate safety concern. A report of danger will be assessed even if no court order has yet been provided. Staff may delay release and contact a guardian, emergency services, or authorities when reasonably necessary for the child's safety and consistent with law.

## 4. Late collection

Collect the child at the scheduled end time. Staff continue supervision until a safe authorized handoff; late fees never purchase abandonment of that duty.

The late-collection fee schedule is:

| Delay after scheduled end         | Fee                                                |
|-----------------------------------|----------------------------------------------------|
| 10 minutes or less                | \$0                                                |
| More than 10 and up to 20 minutes | \$20                                               |
| More than 20 minutes              | \$20 plus \$1 for each additional completed minute |

For example, 25 minutes late results in \$25. Additional minutes are counted only when completed.

Staff will attempt available guardian and emergency contacts. If nobody is reachable 15 minutes after the scheduled end, staff may seek appropriate welfare assistance; they may act sooner in an emergency. Repeated lateness, including three incidents in 30 days, may prompt a discussion and future-booking review, with required accommodations considered.

A disclosed fee may be invoiced; a stored card may be charged only under valid payment authorization. We will provide an explanation of an assessed fee on request. A good-faith fee dispute may be raised through the contact details above without giving up applicable payment-dispute rights.

## 5. Independent departure and acceptance

Independent departure requires separate written guardian authorization accepted by the Program, identifying the child and permitted circumstances. Staff should not release a child independently when a known immediate danger makes that unsafe.

I confirm my information is accurate and that I have read the collection procedure and fees. Acceptance must be recorded with the child, signer, and exact version of this document, whether signed separately or as part of an expressly identified participation package.