



Back-Up Child Care Fact Sheet

Bright Horizons Palo Alto

Location	3 Palo Alto Square, Suite 110 3000 El Camino Real Palo Alto, CA 94306-2155
Phone/Fax/E-mail	650.493.3777 (phone), 650.493.3711 (fax) paloalto@brighthorizons.com
Days of Operation	Monday - Friday (Please consult the High Demand Day Calendar for peak day schedules.)
Hours of Operation	8:00 a.m. - 6:00 p.m. (Parents asked to pick up children by 5:45 p.m.)
Ages Served	3 months up to 13 years
Registration	There are three ways to begin the registration process: online at www.brighthorizons.com/back-up , by phone at 866-273-2773, or contact the center to receive registration materials by mail, fax or email.
Reservations & Tours	Please contact the center to arrange a tour. Your child must be registered before using the center. Reservations can be placed for registered children via the center's 24 hour automated voicemail system or online at www.brighthorizons.com/back-up . (Select Request a Reservation)
Lunch/Snacks	Parents provide lunch. Bright Horizons provides two nutritious snacks.
Parking/Public Transit	General parking is available outside the building complex. The center is located within walking distance of the Santa Clara County Transit and Dumbarton Express. The nearest stop from the Caltrain is California Avenue, where you can transfer to a connecting bus.
Staffing	Experienced Teachers with degrees in early childhood education; full-time Client Services Associate trained in security procedures.
Security Features	Located in a discreet, unmarked location; secure entryways and video monitoring; extensive evacuation policies and procedures. Please call in advance or consult building security for the location of the center.
Additional Resources	On-site Parent Library