

BACK-UP SOLUTIONS



Back-Up Child Care Fact Sheet

Bright Horizons Family Solutions Early Education & Back-up Center at Carillon

Location	227 West Trade Street Suite 410 Charlotte, NC 28202
Phone/Fax/E-mail	704-333-3513 (phone), 704-333-3539 (fax) carillon@brighthorizons.com
Days of Operation	Monday - Friday
Hours of Operation	7:00 a.m. - 6:00 p.m. (Parents asked to arrive by 5:45 p.m.)
Ages Served	6 weeks 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 requested for registered children via the center's 24 hour voicemail system or online at www.brighthorizons.com/back-up . (Select Request a Reservation)
Lunch/Snacks	The center provides lunch and two nutritious snacks.
Parking/Public Transit	Parking is available at the center and can be validated for pick-up and drop-off for up to 25 minutes by center staff. From Trade Street, turn right on Church Street then right on 4th Street. From 4th Street, turn right onto Poplar Street, the entrance to the parking deck is on the right. Upon entering the building, check in at the security desk located in the lobby. Security will provide you with an elevator badge which will give you access to the 4th floor. Upon reaching the center, ring the doorbell for admittance.
Staffing	Experienced teachers and administrative staff are trained on safety and security procedures.
Security Features	Located in a discreet, unmarked location; secure entryways; extensive evacuation policies and procedures.
Additional Resources	On-site Parent Library.

