

# Tuition Subsidy FAQs

## About Your Subsidized Child Care:

**1. What are my Bright Horizons full-service child care options as a Microsoft employee?**

As a Microsoft employee, you are eligible to receive a 20% tuition subsidy off the tuition rates for infants and toddlers and a 10% tuition subsidy for twos and older at Bright Horizons centers' nationwide\*. You will also receive priority placement on the waitlist.

**2. Where can I find a list of participating centers and what are their hours of operation?**

Bright Horizons offers a variety of early education and preschool programs across the country, where you can receive your tuition subsidy, plus waived registration fees. [Click here](#) to find a center near you and to learn more about each center including their programs offered and hours of operation.

## Eligibility and Availability:

**3. Who is eligible for the tuition subsidy?**

The 20% tuition subsidy for infants and toddlers and 10% tuition subsidy for twos and older is exclusive for children of U.S. benefits-eligible Microsoft employees.\* At this time, tuition subsidy is not open to contractors.

**4. What ages do the centers serve and what is the capacity at the centers?**

Most Bright Horizons centers serve children ages six weeks through 5 years in their infant through kindergarten prep programs. The capacity and ratios vary by center and are designed to support small-group interactions between the teachers and children, an in-depth understanding by the teachers of the individual needs of each child, and the formulation of consistent caregiving routines based on the teachers' knowledge of the individual children. These teacher-to-child ratios also support enhanced development, particularly language development. You can check on individual center ages and capacities on our tuition subsidy [website](#). Due to COVID-19, the capacity and ratios are subject to change based on the state guidelines and enhanced center protocols. For additional information outlining Bright Horizons protocols and safety measures, please visit [brighthouse.com/health-safety](http://brighthouse.com/health-safety)

## Enrollment Process:

**5. How do I enroll my child?**

If you are interested in enrolling your child(ren), you will need to complete a registration form via the Microsoft tuition subsidy [website](#) after setting up a Bright Horizons login. Simply click on the **Register Now** button to get started.

**6. How are enrollment spaces allocated?**

Enrollment is accepted and confirmed by the centers according to space availability on a first-come, first-served basis. Microsoft employees with priority access will receive preferential enrollment status

**7. How soon can I enroll my child if on the waitlist?**

As a Microsoft employee, you receive priority placement on any waitlist. The length of time will vary depending on the size of the waitlist and the ages of the children. Bright Horizons will send periodic communications to keep you

informed of your status on the waitlist and will do everything they can to try to offer you a space as soon as it becomes available. Families may decline an offer and maintain their current position on the waitlist.

## **Tuitions and Fees:**

### **8. What are the tuition rates?**

Tuition rates vary by center. As a Microsoft employee, you receive a generously subsidized rate of 20% for infants and toddlers and 10% for twos and older off the center's standard tuition rate.\* [Click here](#) to locate a center near you.

### **9. Is there a registration fee for enrollment?**

Yes, however as a Microsoft employee your registration fee is waived.

### **10. How is tuition billed and collected?**

Tuition is billed and due monthly. Once confirmed as an eligible Microsoft employee, you will see the subsidy applied to your tuition bill in the Family Information Center.

### **11. How is tuition paid?**

Tuition is paid via an electronic funding source (i.e., ACH account information) that you enter into your enrollment profile. Tuition is paid in advance and is deducted on the first of the month. If enrollment begins mid-month, tuition is prorated.

### **12. If I am no longer employed by Microsoft, does my child have to dis-enroll?**

If you are no longer employed with Microsoft, you may continue to use the center. After your last day of employment, your tuition rate will convert to the standard center tuition rate, and will be prorated based on your last day of employment.

## **About Bright Horizons:**

### **13. Can you provide more background on Bright Horizons?**

Bright Horizons' core business is employer-sponsored care. They were founded more than 30 years ago and now partner with more than 1,000 employers across the United States, the United Kingdom, the Netherlands, and India. Their client list includes more than three-fourths of the companies on *Working Mother* magazine's "100 Best" list. In addition, their client list includes more than half of those named to *FORTUNE* magazine's "100 Best Companies to Work For." It should be noted that Bright Horizons has also been named to the *FORTUNE* list 20 times. Bright Horizons is an organization recognized for ethics, collaboration, community service, and excellence in the child care industry.

### **14. What curriculum is used at the centers?**

Bright Horizons' distinguished core curriculum *World at Their Fingertips*, is used at all of their centers. To learn more about the Bright Horizons curriculum, please visit [brighthorizons.com/early-education-preschool/proven-approach](http://brighthorizons.com/early-education-preschool/proven-approach).

### **15. What are the qualities and qualifications of the teaching staff?**

Bright Horizons works to recruit and hire high quality teachers. The staff are nurturers as well as educators who encourage learning through exploration and partnership with parents. They are trained to deliver a high standard of care. All candidates undergo a thorough screening, including a Bright Horizons enhanced background check and state-required background checks. All teachers must meet state educational licensing and additional center requirements.

**16. What quality standards does Bright Horizons follow?**

Bright Horizons follows the National Association for the Education of Young Children’s (NAEYC) recommendations for staff-to-student ratios at each of their facilities. NAEYC has developed standards to define and recognize quality child care programs. In order to be accredited, a child care program must meet a variety of strict criteria, including having a well-trained faculty, good staff-child ratios, and group sizes and a comprehensive curriculum, as well as meet stringent health and safety standards. The program must also provide meaningful opportunities for family involvement.

**17. What resources does Bright Horizons offer to families?**

Bright Horizons offers many resources to support families’ efforts to nurture children’s development, be actively involved in their education, and balance work/life demands. See [www.brighthorizons.com/family-resources](http://www.brighthorizons.com/family-resources) for more details on these tools.

**Health & Safety Protocols:**

**18. What enhanced health and safety protocols are implemented at the centers?**

Bright Horizons has implemented health and safety practices that are in line with recommendations provided by the CDC and requirements of state and local municipalities, and have the well-being of children, families, and staff at their core. Bright Horizons partnered with a pediatric infectious disease specialist at Boston Children’s Hospital to implement enhanced safety protocols. The centers’ teams are committed to observing these protocols and Bright Horizons continues to consult with experts and monitor updated guidance so that the protocols evolve with new learnings around COVID-19, for the protection of children, families, and teachers. For additional information outlining Bright Horizons protocols and safety measures, please visit [brighthorizons.com/health-safety](http://brighthorizons.com/health-safety).