



11711 Joseph Mill Rd
Silver Spring, MD 20906
*Located in Viers Mill
Elementary School*

9625 Main St
Damascus, MD 20872
Located Adjacent to Damascus Library

13700 Schaeffer Rd
Germantown, MD 20874
Located in Trinity UMC

10900 Inwood Ave
Silver Spring, MD 20902
*Located In Glen Haven Elementary
School*

7305 Hadley Farms Dr
Gaithersburg, MD 20879
*Located Adjacent to Judith Resnik
Elementary School*

3510 Campus Drive
Urbana, MD 21704

5620 Mussetter Road
New Market, MD 21774

1145 Omega Ct
Hagerstown, MD 21740

5105 Pegasus Ct
Frederick, MD 21704

March 16, 2020

Hello to the Bright Eyes Family,

This is the most difficult and unique time we have ever gone through. Everything that is happening concerning the Coronavirus is fluid and we are trying to deal with this the best way we can. We have already cleaned and sanitized each center as thoroughly as we know how, from door knobs and light switches to the children's toys and everything in between. Our goal, from the first day we opened almost thirty years ago has always been to be there for our parents and children. That has been behind all of our decisions in dealing with the Coronavirus.

Due to the circumstances, which are changing by the minute and may/will change at any time, we have made some decisions which will impact all of us. Please know that we are trying, and, it is not easy, to consider everyone's circumstances when making our decisions. We know we can't, but, we are trying. Please also keep in mind, too, our expenses don't go away. Rent, Insurance (Including and especially health insurance), utilities, all still need to be paid, not to mention our staff, who, like most people, live pay check to pay check. We feel confident that fits almost everyone we deal with.

Taking all that into consideration, and, knowing the circumstances may change at any time, we have made the following decisions.

- 1) We will stay open our normal hours as long as we are allowed to, except Fridays, when we will close at 4 PM to allow us to clean and sanitize for the next week, in addition to our elevated daily cleaning.
- 2) For anyone NOT attending Bright Eyes at all through this state of emergency, we will give a 50% discount off of your normal tuition. Children who attend Bright Eyes will still be invoiced your regular amount (Some extra charges may be involved with school age children who normally attend AM only or PM only). All this is based after today.

3) Also, anyone having difficulty with paying their fees during the state of emergency, we will try to work with you to come up with a payment plan to get you back on track.

4) We will not process any recurring charges and direct debits until Wednesday of each week during the state of emergency, so, we can do our best to ensure everyone is being charged the right amount. With that in mind, please communicate to your Director and/or Assistant Director by Wednesday Morning whether your child/children will be attending.

We are trying very hard to do the best we can for everyone involved during this unprecedented time. We also know we can't account for all scenarios we are all facing and will be facing. These decisions were made with the knowledge we have now, and, may need to be updated as circumstances change. Please know we are facing this together and can't wait until we can get back to our normal lives.

Sincerely,

Pete, Diana, Tom, Brian Holzberger