



## **Registration and Financial**

### **1. When will you know if more space is available in camp? How will I be contacted?**

Once a camp location fills it is very rare that additional spaces will be available. In most cases, spaces only open when other families cancel. Parents may check on available spaces by calling the center or through online registration. The Y of Central no longer maintains a waitlist for full camps. Please speak with membership or camp representative for other camp locations if your desired location is full.

### **2. Why am I losing \$10 if I am just changing weeks?**

By withdrawing from one week to register into another week is considered a cancellation, a new enrollment, and a request to move the credit from the cancelled week to the new week. The Y of Central Maryland has a standard \$10 service charge for all credits.

### **3. Today is Wednesday and I am canceling next weeks camp how much will I get back?**

This day falls in between the Monday Due Date (column A) and the Friday deadline (column B) of the Payment grid found on page 9 of the Parent Manual. Therefore, any balance payment received on the account would be eligible for a credit to your Y account minus \$10 service charge. The deposit (\$25) is non-refundable and non-transferable to another camp week.

If a week of camp is cancelled after the Monday due date (A) but on or before Friday (B) of that week:

Deposit: Non-refundable and non-transferable

Balance: Will be left as a credit on your Y account for one year

Please see the grid on page 9 of the Parent Manual for the exact dates.

### **4. I did not pay a deposit when I signed up, I paid half of my weeks of camp. Why am I losing \$25 for canceling?**

\$25 of all camp payments is considered the deposit. Depending on when you are cancelling, you may be eligible to receive this money back as credit on your Y account to use for future camp weeks or other Y programs (not membership dues). Please see the credit/refund policy on page 9 of the Parent Manual. amongst all of the weeks you registered for.

### **5. I'd like to transfer a camp week. How do I do that?**

All changes for camp must be made in writing. Please use the Change in Care form, available for download on our website at <http://ymaryland.org/camps/forms-downloads>, to assist you in making this change. Please review the transfer weeks and credit/refund policy found on pages 8 and 9 of Parent Manual for dates and deadlines to make changes and receive money back as a refund or credit. Please be aware all transfers do have a \$10 service charge payable at the time of change.



## **Registration and Financial (cont.)**

### **6. I don't understand why I have a balance. I paid for half of my camp back in January.**

If you register under the Early Bird promotion (January 3-February 29), then you were required to pay half of the total balance to receive the discount. Your payment was then evenly divided amongst all of the weeks your registered for. Dividing the payment secures your child's space in camp, otherwise the computer system would flag your account as non-payment for the weeks without deposits. The remaining balance is due two weeks before in accordance with the payment plan found on page 9 of the Parent Manual.