

Y Camp Parent Financial Agreement 2018

Please review the financial information below to ensure you understand your responsibilities about financial concerns when enrolled in Y Camp. Please consult the Camp Parent Manual for full policies and additional important information about Y Camps.

Customer Service Office

303 West Chesapeake Ave
Baltimore, MD 21204
443-322-8000 (phone)
410-779-9426 (fax)
customerservice@ymaryland.org
www.ymaryland.org

The Y in Central Maryland Tax ID

52-059-1699

Customer Billing Office

The Customer Service Office can be contacted to assist with specific financial concerns on your camp account. They are available to answer questions concerning:

- General camp questions
- Enrolling in camp online
- Camp cancellation policy
- Special payment arrangements
- CCS (formerly DSS) voucher payments
- Financial assistance
- 3rd party billing

Online Financial Access

Through our online registration system, you have access to the following:

- See enrolled camp locations and weeks
- Find weekly balances and due dates
- Generate receipts and tax statements
- Change your credit card number for the autodraft payments

Explanation of Fees

Registration Fee

Unless a child is registered during a promotional period, there is a \$35.00 registration fee for each camper each summer. This registration fee is applied to and paid for when you complete the Registration Packet containing all of your camper's health and registration inventory. Registration fees are NON-REFUNDABLE and NON-TRANSFERABLE.

Deposit

A \$25 per week/per camper deposit is required for all camps. Deposits are non-refundable, and are only transferable when changing one camp week for another in the same camp season. Camp cancellations and exchanges must be made two weeks in advance.

Balance of Weekly Camp Fees

Payments for camp will be automatically drafted from your credit card/EFT 14 days prior to the registered camp week (see payment schedule on page 25 of Parent Manual). You may make payments online prior to the auto-draft.

Transportation Fees

Transportation Fees are due in full at time of registration and are non-refundable. During online

registration, you will sign up for transportation separately from the camp week.

Promotional Discounts

Promotional discounts codes must be added to your cart at the time of check out.

Sibling Discounts

A discount is available for families registering more than one camper at the same time. Use promotional discount code SIBLING2018 at checkout.

Y in Central Maryland Membership

Y Family members receive savings on all Y programs, including summer camp. To receive a discount on camp fees, membership must be active at the time of registration and throughout the camp season. The membership must be in the name of the parent/guardian registering the child. If a membership is purchased after camp registration, the member rate can not be applied. Membership status will be verified and fees will be adjusted to the non-member rate. Membership information is available at your local Y Center or online at ymaryland.org.

Financial Assistance

Families may be eligible for financial assistance through the Y's For A Better Us Campaign. Funding is limited and may not always be available. Applications are available at ymaryland.org and at all Y Centers. The information you provide is confidential and applications are evaluated on a case-by-case basis.

The Y also accepts CCS (formerly DSS) vouchers and 3rd Party Billing. An award, denial, wait list or receipt of application from CSS must be submitted with the Y financial assistance application.

If you receive financial, CSS or 3rd party assistance, additional discounts and promotions can not be applied. You are responsible for all fees not covered by financial assistance, CSS or 3rd party.

For more information about the Y's For A Better Us Campaign or to donate, please visit ymaryland.org.

Late Pick Up Fee

I understand I may be charged a late pick-up fee if my camper is not picked up by the designated end time. I understand this fee must be paid no later than sign-in the next morning. I understand my camper will not be admitted to camp without payment. I understand repeated lateness can be cause for dismissal from camp.

Registration Packet

During the online registration process you should have completed the Registration Packet and answered questions concerning your camper's health history, allergies, medications, dietary concerns, immunizations, etc. This information must be updated every camp season and all questions must be complete to attend camp.

Since a significant amount of time from registration to camp attendance occurs, important information can change. It is a parent's responsibility to maintain their online profile account.

Additional Forms

I understand my camper's registration may require additional forms to be completed, and submitted no later than my camper's first day of camp. I understand if I do not have the completed forms, my camper may not be admitted camp until all forms are corrected. Forms may include medication authorization form, allergy medical alert form, immunization records and custodial agreements.

Auto draft Payments

I understand it is my responsibility to keep my account and payment information up to date. I understand all payments will be processed automatically 14 days prior to each camp week through my online account using a credit card or EFT I set up during registration. I understand I can change my credit card or EFT information through my online account at any time. I am aware I can make additional payments through my online account before the auto draft date. Should my payment be returned for any reason, I understand I must log into my account and make a payment in full. If I do not bring my account up to date, I understand my camper will lose his/her spot and will not be admitted to camp without full payment. Any fees previously paid, such as the deposit or partial payment for the week, are forfeited.

Cancellation Policy

Cancellation Deadline

The last day to submit a transfer/change or cancellation is two weeks prior to start of each camp week. A \$5.00 processing fee is applied for each weekly transfer/ change or cancellation per camper.

No changes or cancellations will be accepted at a Y Center or camp locations. No credit or refund will be issued if camp sessions are not cancelled 14 days prior to the start of the registered camp week in writing and directly emailed to customerservice@ymaryland.org or faxed to (410) 779-9426 and include the following information:

- Include the child's name,
- Camp location,
- Camp program,
- The week(s) to change/transfer or cancel,
- And brief explanation.

If a week of camp is cancelled at least 14 days (or more) prior to start of the camp week:

- Deposit: will be FORFEITED
- Balance: if applicable, may be refunded

If a week of camp is cancelled within 14 days prior to start of the camp week:

- Deposit: will be FORFEITED
- Balance: will be FORFEITED

Transfer/Change of Camp Week

If a week of camp is transferred/changed at least 14 days (or more) prior to start of each camp week:

- Deposit: May be transferred to new camp week/program, minus the processing charge.
- Balance: May be transferred to new camp week/camp program

If a week of camp is transferred/changed within 14 days prior to start of each camp week:

- Deposit: will be FORFEITED
- Balance: will be FORFEITED

Credits and Refunds

A credit and/or refund will be issued in situations where the Y cancels a camp session. Credits and refunds will NOT be issued for weather related issues, ill/sick campers, damaged property and/or a camper's/parent's behavior. Camp fees will not be prorated for absenteeism. Any concerns with camp operations, activities or events should be brought to the attention of the Camp Director/Camp Coordinator in an attempt to correct the situation.