



Y Camp Parent Financial Agreement 2019

Please review the financial information below to ensure you understand your responsibilities about financial concerns when enrolled in Y Camp. Please consult the online Camp Parent Manual for full policies and additional important information about Y Camps by going to ymaryland.org/programs/generalinfoforms

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 Number

52-059-1699

Customer Service 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
- Y Financial assistance
- 3rd party billing/funding from outside sources

Online Financial Access

- See enrolled camp locations and weeks
- Find weekly balances and due dates
- Generate receipts and tax statements
- Change credit card/EFT information for the auto draft payments
- Pay camp balances early
- Make camp changes (switch camp locations, weeks or camp programs)

****Cancellations cannot be done online, please email customerservice@ymaryland.org to cancel a camp week**

Explanation of Fees

Online Registration Fee/Package

Registration fees are NON-REFUNDABLE and NON-TRANSFERABLE. Unless a child is registered during a **PROMOTIONAL** period, there is a \$35.00 registration fee/package for each camper each summer. This registration fee is applied to and paid for when the Registration Packet is completed online. It contains all of the camper's health and emergency information. If registering for both day camp and overnight camp, a separate packet for each camp needs to be completed.

Deposit

A \$25 per week/per camper deposit is required for all camps (reduced deposit during promotional periods). Deposits are NON-REFUNDABLE, and are only transferable (less a \$5 process fee per week/per camper) when changing one camp week for another in the same camp season. Camp cancellations and exchanges must be made two weeks in advance by emailing customerservice@ymaryland.org

Camp Puh'tok Day Camps have a \$100 deposit per week/per camper

Camp Puh'tok Overnight Camps have a \$200 deposit per week/per camper

Balance of Weekly Camp Fees

Payments are automatically drafted, to the Credit Card/EFT used at the time of registration, on each Monday, 14 days prior to the start of each camp week. Payments prior to the auto-draft may be made anytime online. If the balance is not paid, the camper will not be permitted to attend camp and the slot will be reassigned.

The balance for Overnight Camp Puh'tok and Hashawha is due 30 days prior to the camper's start date.

Transportation Fees

Transportation Fees are due in full at time of registration and are NON-REFUNDABLE. During online registration, sign up for transportation is separate from the camp week.

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Early Bird Discounts

Early Bird discount codes must be added to the cart at the time of check out. Changes in camp weeks made after the promotion period ends, are subject to full price.

Membership - The Y in Central Maryland

An active Y Family Membership must be in the name of the parent/guardian registering the child and must be in place prior to camp enrollment and remain active from that time through the end of the camp season to receive the membership discount on camp. If a membership is purchased after registering for camp, you will not receive the membership discount. Membership status will be verified and fees will be adjusted to the NON-MEMBER rate as needed.

Check/EFT Policy

The Y will gladly accept personal checks/EFT; however, there will be a \$25 charge for any check/EFT returned to us unpaid by your bank. The unpaid balance from the bank can only be paid by cash, money order or debit/credit card. If 2 checks/EFT's have been returned on your account, the Y will not be able to accept any checks/EFT's on your account.

Late Pick Up Fee

If your camper is not picked up by the designated end time, you may be charged a late pick-up fee. This fee must be paid no later than sign-in the next morning or the camper will not be admitted to camp. Repeated lateness can be cause for dismissal from camp.

Summer Bridge Membership (Full Time Y Before/After School Enrichment Participants Only)

Full Time Y Before/After School Enrichment Participants received a complimentary Y Family Membership for the 2018-2019 school year. When registering for Y Camp, the member rate will apply because at the time of purchase, you are a Y member; however, your complimentary membership expires prior to the start of camp season. To keep the member rate, you must purchase a Bridge Membership for \$180. The Bridge Membership is valid June through August and will permit your family to keep the member rates and grant access to the Y Family Centers in the Central Maryland area. Please understand, if the Bridge Membership isn't purchased by May 1st, your rates will change to the non-member rate for summer camp.

Financial Assistance and Special Payment Arrangements

Financial assistance is available through the Y's Give Every Child a Chance Campaign. An application can be submitted for consideration to the Customer Service Office starting January 1, 2019. Funding is limited and may not always be available. By setting up a special payment arrangement through the Customer Service Office, you are no longer eligible to receive additional discounts and promotions. The parent registering the child is responsible for all fees not covered by financial assistance, or 3rd party/funding from outside sources.

Registration Fee/Packet

During the online registration process you should have completed the \$35 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 completed to attend camp. Camp weeks will be cancelled if a packet is not completed within 2 weeks of registration. Since a significant amount of time from registration to camp attendance may occur, important information can change. It is a parent's responsibility to maintain their online profile account.

Additional Forms - <https://ymaryland.org/programs/camps/generalinfoforms>

Your camper's health history may require additional forms to be completed and submitted no later than the camper's first day of camp. If the required forms are not completed, the camper may not be admitted to camp until all forms are collected. Forms may include medication authorization form, allergy medical alert form, immunization records and custodial agreements.

Auto Draft Payments

It is your responsibility to keep your account and payment information up to date. All payments will be processed automatically on the Monday, 14 days prior to each camp week through your online account using the credit card or EFT you set up during registration. You can change your credit card or EFT information through your online account at any time. You can make additional payments through your online account before the auto draft date. Should a payment be returned for any reason, you must log into your account and make a payment in full by debit or credit card only. If you do not bring your account up to date, your 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. **The balance for Overnight Camp at Y Camps Puh'tok and Hashawha will be processed automatically 30 days prior to each camp week through your account using the credit card or EFT set up during registration.**

Cancellation Policy

The last day to submit a cancellation is at least 14 days prior to start of each camp week or 30 days prior for Hashawha and Puh'tok overnight camps. **The \$25 deposit (\$100 deposit for Puh'tok Day camp or \$200 deposit for Puh'tok overnight camp) is NON-REFUNDABLE and NON-TRANSFERABLE.**

No changes or cancellations will be accepted at a Y Center or camp location. No credit or refund will be issued if camp sessions are not cancelled 14 days for day camp or 30 days for overnight camp prior to the start of the registered camp week in writing and directly emailed to customerservice@ymaryland.org or faxed to (410) 779-9426. **No verbal cancellations will be accepted.**

If a week of camp is cancelled at least 14 days for day camp or 30 days for overnight camp (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 for day camp or 30 days for overnight camp prior to start of the camp week:

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

Transfer/Change Policy

The last day to submit a transfer/change is at least 14 days for day camp or 30 days for overnight camp prior to start of each camp week.

The \$25 deposit (\$100 deposit for Puh'tok day camp or \$200 deposit for Puh'tok overnight camp) is transferable (less a \$5 process fee per week/per camper) when changing one camp week for another in the same camp season. Please be advised that any changes will result in losing any applied discounts to your new camp week including promotions or reduced deposits.

Changes may be made through your online Y account at ymaryland.org/myaccount. After June 1st there will be a \$5 processing fee per change. Changes can also be made by emailing customerservice@ymaryland.org. All changes made through Customer Service are subject to the \$5 process fee per week/per camper.

If a week of camp is transferred/changed at least 14 days for day camp or 30 days for overnight camp (or more) prior to start of each camp week:

- Deposit: May be transferred to new camp week/program, minus the \$5 process fee.
- Balance: May be transferred to new camp week/camp program

If a week of camp is transferred/changed within 14 days for day camp or 30 days for overnight camp prior to start of each camp week

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

2019 Camp Sessions	Day Camps Last Day to change or cancel and Auto Draft/Payment Due Date (14 days prior)	Hashawha Overnight Camp Last Day to change or cancel and Auto Draft/Payment Due Date (30 days prior)	Puh'tok Overnight Camp Last Day to change or cancel and Auto Draft/Payment Due Date (30 days prior)
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(Week 1) June 17-21	Monday June 3	Monday May 18	N/A
(Week 2) June 24-28	Monday June 10	N/A	Monday May 24
(Week 3) July 1-5	Monday June 17	Monday June 1	Monday May 31
(Week 4) July 8-12	Monday June 24	N/A	Monday June 7
(Week 5) July 15-19	Monday July 1	Monday June 15	Monday June 14
(Week 6) July 22-26	Monday July 8	Monday June 22	Monday June 21
(Week 7) July 29-Aug 2	Monday July 15	N/A	Monday June 28
(Week 8) Aug 5-9	Monday July 22	Monday July 6	Monday July 5
(Week 9) Aug 12-16	Monday July 29	Monday July 13	Monday July 12
(Week 10) Aug 19-23	Monday Aug 5	N/A	N/A

Credits and Refunds

A full credit & refund policy can be found in the parent manual:

- Y canceled session – A full credit and/or refund will be issued in situations where the Y cancels a camp session.
- Weather related closings – No credits or refunds will be issued should weather cause closings including closing of pools and other water activities during thunderstorms.
- Absentee and Sick Camper – Please see ill/sick camper policy in the parent manual. There is no reduction of fees if a child is absent from camp, including illness.
- Damaged Property – Replacement costs of damaged or broken Y in Central Maryland property, either accidentally or deliberately, is responsibility of the parent/guardian; this included any property associated with camp operations, locations or vehicles.
- Behavioral Issues and Suspensions - If a camper is suspended from camp, there will be no refund of camp fees. Camper may be dismissed from the program without notice if their behavior is consistently disruptive or if their behavior threatens the health and safety of their or the safety of other campers or staff. Behavior guidelines apply to a camper's parents, guardians or caregiver and a camper may be dismissed from camp for their actions.
- Program Concerns - 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.