

Y of Central Maryland
Customer Billing Office
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2014 Y Camp Financial Agreement

Customer Billing Office

If you have specific financial questions about your camp account, please contact the Customer Billing office at 443-322-8000. The Customer Billing Office can assist you with camp questions, enrolling in camp online, camp cancellation policy, and special payment arrangements; DSS voucher payments, financial assistance, and 3rd party billing. Payment information, tax receipts, and balances due can be accessed online.

Camp Locations

Please refer to our website, camp brochure, and camp manual to find an indoor or outdoor camp to accommodate your child's needs to ensure you are aware of the location/environment and sessions for which you have registered. More information on this can be obtained from our website at www.ymaryland.org or by contacting the Customer Billing Office at 443-322-8000.

Membership Discount

The family membership must be in the name of the parent/guardian registering the child (ren) for camp and remain active at the time of registration and throughout the camp session(s). If a membership is purchased after registration, the discount cannot be applied. Membership fees will be adjusted to the Non-Member rates if the criteria above are not met.

Promotional Discount

May not be combined with any other offer. Promotional savings are awarded only during promotional periods. Changes in camp weeks after promotion periods are subject to full price.

Registration Fee

There is a \$35.00 registration fee for day camp and a \$35.00 registration fee for Camp Hashawha (overnight camp). Registration fees are NON-REFUNDABLE and NON-TRANSFERABLE.

Sibling Discounts

A \$10/week fee reduction is available for each additional child when registered for the same weeks of camp.

Deposits

A \$25 per week/per camper deposit is required for all camps. An additional \$25 deposit per week per child is also due for any camp add-ons such as specialty programs. Even if a session is paid in full, a \$25 deposit per week (per camper) is included to hold the camper's spot. All camp deposits are NON-REFUNDABLE and not eligible for sibling discount. If cancelling, the \$25 deposits will be left on your Y account (minus process fee), unless cancelling after cancel date.

Transportation Fees and Registration

Transportation fees are due in full at the time of registration and are NON-REFUNDABLE. During online registration transportation is sold separately from the camp week.

Financial Assistance

Financial assistance is available. Please apply early as funding may be limited. January 2nd is the first day to submit the financial assistance application for the camp season. Applications are available online at www.ymaryland.org. DSS vouchers are accepted. An award, denial, waitlist, or receipt of application from DSS must be submitted along with the Y financial assistance application. Additional discounts and promotions do not apply in conjunction with financial assistance and DSS vouchers.

Payments **New this year**

All payments will run automatically by the method of payment you used at the time of registration. Methods of payment can be changed online as needed. The Y will gladly accept your personal checks online; however, there will be a \$25 charge for any check returned to us unpaid by your bank. **Camp staff are not able to collect payments.**

Balance of Weekly Camp Fees **New this year**

Camp accounts will be charged automatically on the due date with the payment information that was used at the time of registration. You may also pay on your account online anytime prior to due date. The balance of the camp fee (minus the pre-paid deposit) is due in advance on Monday, two weeks prior to the start of each session. Camper(s) will be cancelled if the camp fee is not received by due date and any fees previously paid for that session will be forfeited. Re-enrollment is on a first come-first served basis depending on availability.

Credits & Refunds

Credits & Refunds will be issued for situations where the Y cancels a camp session. Credits & Refunds will NOT be issued for weather related issues, sick campers, damaged property and/or a camper's/parent's behavior. Camp fees will not be pro-rated 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.

Cancellation Policy **New this Year**

****Last day to make changes/cancellations is the Friday before the payment is due. A \$5.00 process fee is for each weekly change/cancellation per camper. All changes and cancellations must be emailed directly to billing@ymaryland.org. No changes or cancellations will be accepted at our Y Family Centers. ****

All changes and cancellations must be submitted to the Customer Billing Office and include the child's name, camp location, and the week(s) you are changing or cancelling. **Transfer of camp week(s) is considered a cancellation of a week.** Changes in camp weeks after promotion periods are subject to full price. No credit or refund will be issued if care is not cancelled in writing. Cancellations made after the cancellation deadline will not be accepted; all fees are then NON-REFUNDABLE. Cancellation deadline is the Friday before the payment is due.

If a week of camp is cancelled the Friday before the camp payment is due:

Deposit: Will be left as a credit on your Y account for one year (minus the process fee)

Balance: if applicable, may be refunded

If a week of camp is cancelled less than the Friday before the camp payment is due:

Deposit: Non-refundable and non-transferable

Balance: Non-refundable and non-transferable