

Camp FAQs

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 through online registration. Please speak with membership or camp representative about alternative camp locations if your desired location is full.

2. Why am I losing \$5 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.

3. Today is Wednesday and I am canceling next week's camp how much will I get back?

This day falls outside of the cancellation period and is no longer eligible for a credit or refund. The full cancellation policy can be found on page 9 of the parent manual.

4. I did not pay a deposit when I signed up, I paid in full. 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.

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

Changes in care can be emailed to billing@ymaryland.org. 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. Please be aware all transfers do have a \$5 service charge per change per camper.