



GREATER BURLINGTON YMCA YOUTH DEVELOPMENT PROGRAM FINANCIAL POLICIES

Whom to contact about Y financial assistance or general questions:

Lindsay Austin-Hawley
Director of Business Systems and Data Analytics
LAustin-Hawley@gbymca.org
802-652-8165

Whom to contact about billing questions:

Business Systems Office
BOffice@gbymca.org
802-652-8190

A. General Policies and Procedures

1. Payment Process for All Youth Development Programs:

The Y requires that payment be made by credit card or bank draft from a checking or savings account. (Please note: Camp Abnaki differs, see B4). Depending on the program, you may choose to have your payment processed every Friday for the following week or on the first day of the month for all billing weeks in that particular month. If your payment is declined, the Y will attempt to reprocess the payment one additional time before contacting you. Please submit a **Child Care EFT Authorization Form** with your program application to the Y at 298 College Street, Burlington, VT 05401. You may also email your **EFT Form** to the Business Systems Office at BOffice@gbymca.org.

Please note: All Early Childhood programs will have tuition due weekly throughout the year regardless of closings, such as the December holiday week, professional training, and snow days.

2. Failure to Make Payment:

If your payment declines, the Y will notify you of the decline and balance amount due. It is your responsibility to communicate with the Y's Business Systems office to ensure your balance is paid in full. If there is a lack of communication and your balance is not paid in full, the Y reserves the right to cancel your enrollment in the program. The child's enrollment in any other Y program (e.g., Vacation Camp, summer programs, etc.) will not be permitted until the account is paid in full. It is the sincere wish of the Y that none of the above steps will need to be taken. We appreciate you keeping your account up to date. Please contact the Y immediately if your financial circumstances change and you are unable to make your tuition payments, prior to your weekly or monthly withdrawal.

3. Vermont State Child Care Financial Assistance:

Families receiving financial assistance from the State of Vermont are responsible for confirming that the Y receives a valid certificate and for paying the balance due until a certificate is received. Your child may not start a program without a certificate in place or payment in full. Families are responsible for their co-pay to the Y (the difference between tuition and financial assistance), as well as any remaining balance if

eligibility is terminated. Y payment due dates and payment policies apply to all families, including those receiving financial assistance.

Please note: 100% eligibility through the State does **not** necessarily mean 100% of your tuition is covered. You still may be responsible to pay a co-pay.

4. Financial Assistance from the Y:

In keeping with the Y's commitment to serve families regardless of their ability to pay, partial scholarships may be available to those who qualify for tuition assistance. We welcome you to contact Lindsay Austin-Hawley, Director of Business Systems and Data Analytics, about eligibility requirements.

Apply here: <https://www.gbymca.org/online-forms/membership-and-program-financial-assistance/>

5. Tuition for School Closings and Absences:

Your tuition starts the first partial or full week of school and continues through the last scheduled week of school. Preschool is an exception; your weekly tuition amount remains constant during weeks when school is scheduled to be in session. Due to Preschool Act 166 funds, tuition will change in May. There are no refunds or pro-rations for absences, partial weeks, sickness (e.g., the first week of school), full-day closings, or emergency closings (e.g., snow days). Please refer to your Program Handbook for payment policies and refunds specific to your childcare program.

6. Withdrawals and Schedule Changes:

If you choose to withdraw from a program, you are required to give the Y a two-week advance notice for all childcare programs. If you cancel inside of the two-week notice, you will not receive a refund.

Please note: Registration fees are non-refundable.

Schedule changes are handled by the director of your child's program. Change requests are based upon program space and staffing availability.

Please note: Change fees may apply.

7. Questions

If you have questions regarding your payments, please contact the Business Systems Office at BOffice@gbymca.org.

B. Program-specific Policies

1. School Age/Summer Camp Policies:

School Age programs include Before and After school programs and Summer Day and Specialty Camps.

All changes to enrollment and cancellations must be processed through the Greater Burlington YMCA School Age Department. If you have any questions, please email the School Age Department at schoolageprograms@gbymca.org. Please note that letting your Site Director know is not sufficient.

- Should you decide to cancel a registration within 2 weeks of the start date of the program, you will not be refunded the deposit or the tuition fee.
- If you cancel a registration 2 weeks or more before the program starts, you will receive a refund for any tuition you have paid, but not the deposit
 - **Deposits are nonrefundable*
- ➔ Summer Camp COVID policy:
 - If a family cancels 2 weeks or more before the camp starts, they will receive a refund for the \$25 deposits in addition to the tuition fee if paid
 - If we must cancel camp for safety reasons, you will receive a full refund, including registration fees/weekly deposits
- Families who have automatic payments, you will be charged the Friday 2 weeks (17 days) prior to the week you are registered for a Y School Age program.
 - Example: Camp week of June 22nd you would be charged Friday June 5th
- Camps must be paid in full before attending camp.
 - Payment plans can be discussed with the Business Systems Office, BOffice@gbymca.org.
 - If you utilize State Subsidy, a certificate needs to be in place before your child attends camp.

2. Early Childhood Polices: (All sites: Preschool, Infant Toddler)

- During holiday and emergency closings, as well as any other days that your child may be absent (personal, vacation, illness), full tuition is due. Tuition will be charged for the full week of December closing.
- The last two weeks of care is due as a deposit upon registration. You will be credited that amount for the tuition with appropriate notice if you cancel.
- ➔ **2A. Preschool ONLY:** (Children who are age 3-5 on or before 9/1)
 - ELP funding is only good for the first 35 weeks of the school year and tuition will increase to the full rate starting the 36th week of school. For more information please refer to the ELP letter provided to you by your Director.

4. Camp Abnaki Polices:

Camp Abnaki is processed and paid for through the Ultra Camp software. You may add a credit card, EFT bank information, voucher, E-Check, or mail in a check for payment.

Overnight and Day Camp:

- A \$150 per session non-refundable deposit is required to reserve a space for overnight camp
- A \$50 per session deposit is required per day camp session to reserve a space
- All balances from the previous year, and a balance for any other Greater Burlington YMCA program, must be paid in full before a camper can sign up for camp
- All camp balances are due May 1. Registrations made after May 1st will require payment in full at least two weeks prior to camp
- All requests for refund should be made in writing to the Camp Director

- Refunds of tuition fees, minus the deposit, are not refundable after May 1. Exceptions may be made by the Camp Director
- Homesickness / head lice and dismissal for behavioral reasons are not conditions for refund for summer campers

Rental Groups:

- A non-refundable deposit of 25% is required to reserve a rental
- The estimated final payment is due 1 month prior to attending

Weddings:

- A non-refundable \$1,000 deposit is required to reserve camp for a wedding
- The estimated final payment is due 1 month prior to attending

Family Programs:

- Full payment for Father-Son Weekend, or any other family/specialty program, is required at the time of registration
- A deposit of \$150 is required to reserve a space at Family camp
- Registrations are taken on a first come first serve basis
- Final payment for Family Camp is due one month prior to attending
- All requests for refunds should be made in writing to the Camp Director

GREATER BURLINGTON YMCA

298 College Street, Burlington VT 05401

For more information about the Greater Burlington YMCA childcare and youth programs, please visit our website at www.gbymca.org.

FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY