



# GREATER BURLINGTON Y CHILD CARE FINANCIAL POLICIES

## Who to Contact about Billing Questions:

**Graham Gowen**  
Director of Business Operations  
[ggowen@gbymca.org](mailto:ggowen@gbymca.org)  
802-652-8162

**Lindsay Austin-Hawley**  
Assistant Director of Business Operations  
[laustin-hawley@gbymca.org](mailto:laustin-hawley@gbymca.org)  
802-652-8165

## Payment Process:

Payment must be made by credit card or bank draft from a checking or savings account. You may choose to have your payment processed every Friday for the following week or on the first day of the month. If your payment is declined, the Y will attempt to reprocess the payment one time before contacting you. **Please note that we will not accept payment by phone or by check or cash unless pre-authorized due to special circumstances.** Please submit a Child Care EFT Authorization Form with your program application to the Y at 266 College Street, Burlington, VT 05401. You may also fax the EFT Form to the attention of Graham Gowen at 802-660-8689.

## Failure to Make Payment:

If your payment declines and the account is not paid in full and communication is not made with the Business Office, the Y reserves the right to cancel your enrollment in the program. The child's enrollment in any other Y program (ex. 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.

## Vermont State Child Care 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. Families are responsible for their copay to the Y (the difference between tuition and financial assistance) as well as any remaining balance if eligibility is terminated. All of the payment due dates and payment policies apply to families receiving financial assistance. Please note: 100% eligibility through the state does not necessarily mean 100% of your tuition is covered. There may still be a co-pay.

## Financial Assistance:

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 Graham Gowen about eligibility requirements.

## 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. With the exception of Preschool, 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 (ex. The first week of school), full-day closings or emergency closings (ex. Snow days). Please refer to your program handbook for payment policies and refunds specific to your childcare program.

## 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 Y School Age and three week notice for all other childcare programs. Tuition paid beyond the two- or three-week period will be refunded. Registration fees are non-refundable. Cancellation is not permitted two weeks prior to the program's end date. 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. New 2017: All School Age programs have a change fee dependent on how many changes are requested during the school year. Please see Parent Handbook for more details.

## Flexible Spending and Tax Receipts:

Now you can log into your account anytime throughout the year at [gbymca.org](http://gbymca.org) and obtain payment receipts. Our tax ID number is 03-0185810 and it will appear on the receipt. For information on how to log into your account, contact the business office at 652-8190 or call member services at 862-9622.

**For more information about the Greater Burlington Y child care programs, please refer to our website at [www.gbymca.org](http://www.gbymca.org).**