



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## 2018 SUMMER ENROLLMENT AND BILLING POLICIES

Summer Camp Weeks	Balance Drafted On
June 4 – June 8 New Braunfels Church of Nazarene Only	May 27
June 11-15	June 3
June 18-22	June 10
June 25-29	June 17
July 2-6 <i>*closed July 4<sup>th</sup></i>	June 24
July 9-13	July 1
July 16-20	July 8
July 23-27	July 15
July 30-Aug 3	July 22
Agu 6-10	July 29
Aug 13-17	August 5
Aug 20-24 <i>*not all site available</i>	August 12

There is a \$15 deposit per week due at the time of registration. Once registered your payment will be drafted 8 days prior to camp starting. The schedule listed provides the dates that your account will be drafted.

### If your draft is returned

- You will receive a courtesy email informing you the draft was declined.
- We will attempt to redraft your account for balance owed.
- If we are still unable to draft your account we will give you a courtesy call requesting payment.
- If payment has not been received within 48 hours of the failed draft, we will remove your child from the program, your \$15 deposit will not be returned.

**\*\*All Deposits are non-refundable and non-transferable\*\***

## Enrollment Procedures

Parent's may enroll their child for a few weeks or the entire summer. Parent's should go online at [www.ymcasatx.org/summer](http://www.ymcasatx.org/summer) to register their child.

You will be required to pay a \$15 deposit for each week you register your child. The balance will be automatically drafted from an account you set up 8 days prior to that particular camp week. The schedule above gives you the dates by week when your remaining balance will be drafted.

If you chose not to be drafted you will be required to pay the full fee for each week you are registering for. However, slots are only reserved with a deposit, if you do not leave a deposit for future weeks we can not guarantee your child will have a spot at the camp of your choice. For example: if you registered and paid for week 1 and 2 and two weeks later you want to pay for week 3 but it is full, you will need to select another camp site that has availability. Attending or registering weekly for camp does not guarantee enrollment for future weeks unless you previously left a deposit for those weeks.

Our summer program is considered a full time program. If you need camp for just a few days a week, we consider this to be **emergency drop in** and we do have drop in procedures. Drop in care can only be done through the billing office by calling 210-924-2277. We only accept drop ins if space is available. You can register for drop in care no earlier than 3 business days before the day you need care. We do not reserve future drop in dates. For example, you need care every Tuesday and Thursday. You will not be able to reserve the entire summer for these days. You will need to give us a call each week to check availability for that week. The rate is \$38 per day and is due at the time of registration. There are no refunds or transfers of any kind for drop in. All fees are fully earned once paid.

## **Auto Draft Accounts**

If you reserve weeks for summer, the balances can only be auto drafted with a credit card or your banking information. You are not able to reserve weeks and pay as you go. We require that you keep your draft information up to date for the entire summer. If you have credit cards that will be expiring over the summer we recommend that you use your banking information.

We will draft your account for the weekly balance 8 days prior to the week of camp you are registered for. Please see our payment schedule for the weekly draft dates.

If your draft fails, you will be sent a notice to the email address you provided notifying you that your draft did not go through. We will attempt to redraft your account to collect payment. If we are still unable to collect, we will contact you for payment. If your balance is still outstanding after 48 hours of the initial draft we will cancel your registration and your \$15 deposit will not be returned. Should you try and pay or re-register after the 48 hours, you will be required to do a new registration and pay the full amount for the week including the \$15 deposit however, your slot may no longer be available at your chosen camp site.

If your account fails to draft two consecutive weeks, we will request new draft information. If we do not receive new information and your account fails to draft a 3<sup>rd</sup> time, we will cancel the remaining weeks of summer.

If you incur late fees or tardy pick up fees, these fees will be drafted on your next available draft date. You will receive an email confirming that your child was picked up late and the amount that will be drafted. If chose not to have this amount drafted you will need to pay this fee prior to your next draft date. You can call 210-924-2277 to make that payment over the phone.

## **Waiting List**

We have limited space at all our camps. Many of our camps reach capacity and we have to begin placing kids on a waiting list. If your preferred camp location is full you will need to go on a waiting list. To get on a waiting list, you simply go online and complete a registration for all the weeks you want. You will be required to complete the enrollment form online. At the end you will be notified that you have been placed on the waiting list. You do not have to leave a deposit and pay anything to get on the waiting list. When we have cancellations, we will begin calling off the waiting list. We encourage you to make sure your phone numbers and email addresses are current. We will attempt to call and email you letting you know space has become available. If we do not receive a response back within 24 hours, we will move to the next child on the waiting list. If we pull you off the waiting list we will set up your account for the weeks requested, you will be required to pay the \$15 deposit for each week and depending on the week your child starts, you may be required to pay the deposits and one full week at time of registration.

If you are on a waiting list and attending camp at your alternate choice and we are able to transfer you to your preferred site, all transfer fees will be waived.

## **Cancellation / Transfer Policy**

All cancellations and transfers require an 8 day written notice in order to be eligible for a refund or transfer. Notices may be emailed to [registrations@ymcasatx.org](mailto:registrations@ymcasatx.org). There is a \$15 charge for all cancellations or transfers. For more information on cancellations and transfers call 210-924-2277.

If you provided an 8 day advance written notice you will be refunded the amount you paid for the week less a \$15 cancellation fee. If you paid a deposit for that week, the deposit will serve as your cancellation fee and you will be refunded the remainder of your payment. If you paid in full, you will be refunded what you paid less the \$15 cancellation fee.

If we do not receive an 8 day advanced written notice of cancellation or transfer, the weekly fee will be fully earned and no refund or transfer will be granted.

If you registered your child less than 8 days in advance and then decide to cancel, your fee will be fully earned and no refund or transfer will be granted. For example, if you registered your child on June 4<sup>th</sup> for the week of June 11<sup>th</sup> and then decided on June 7<sup>th</sup> to cancel, you would not be eligible for a refund.

Deposits are non-transferable and non-refundable. If you paid a deposit to secure a particular week or camp location and then want to transfer to a different week or camp location we can do this providing space is still available. However, your initial deposit would be lost so you will be required to pay the \$15 transfer fee to secure a different week or campsite. If you paid your registration in full, we will make the transfer and move your payment to the new week less \$15. You will be charged the \$15 transfer fee.

We do not refund or give credit for days absent from camp whether for illness or personal reasons.