



# LAKOTA FAMILY YMCA

## Camp Arrowhead Registration and Payments Information Sheet

### Camp Registrations and Payments

Before attending Camp Arrowhead, all registration and payments must be made at the Lakota Family YMCA Front Desk (not at the Latchkey or Camp Check-In site). Complete one Camp Registration form per camper. Registrations must be completed and signed by parties responsible for camper's account.

#### Register early as weeks fill up!

Once a session of camp has filled, a waiting list will be established. As openings occur, each person on the waiting list will be contacted, in order listed and given 24-hours to enroll. The Late Registration Fee may be waived depending on when your child was registered.

At registration you must pay for the first week in full that you have registered for. If registering for multiple weeks, first payment includes one week of fees (tuition) plus a **non-refundable, non-transferable \$40.00 deposit** for each additional week. Remaining weekly fees will be charged to your credit card each Friday for the upcoming week. If registering for multiple weeks, it is required to put a credit card on file to be charged the remainder weeks. You may pay by check or cash prior to the Friday of being charged, but you are required to keep a credit card on file. A late payment fee of \$30 will be assessed if payment is not received by the cut-off date found on the registration form.

If you pay after the cut off date and time, you will need to show your receipt to the Camp Check-In Site as your child's name will not be on the Tribe list. Your child will not be accepted into camp without your proof of payment and registration.

We accept Discover, MasterCard, Visa, Checks and money orders. Make certain you get your Camp Registration copy of payment showing that you paid.

#### Make checks and money orders payable to: **Lakota Family YMCA**

For families paying for multiple children, it is important to note the names on check or money order payments.

### REFUNDS/CREDITS POLICY

There are no refunds for absences. A credit can only be issued in case of hospitalization or extended illness (3 days or more) verified by a physician. Refunds are approved, only by the Child Care Director. **If** a refund is given it will be minus the \$40 deposit.

- **Your \$40 Deposit is non-refundable, non-transferable.**

**Credits may be used for any Lakota Family YMCA program or membership.**

**Refunds take 2 weeks to process and are not guaranteed. Credits are given priority.**

### AVOID ADDITIONAL FEES

**Late Registration Fee:** Register on or before the Wednesday prior to the requested week or you will be charged a \$30.00 Late Registration Fee.

**Declined Payment Fee:** Pay your camp balance on or before the Monday week of camp at 4:00pm or you will be charged a \$30.00 Late Payment Fee.

#### SERVICE FEES:

**Late Pick-up Fee:** \$5.00 per five minutes, per child.

**Insufficient Funds Fee:** A \$35.00 handling fee will be assessed for all checks returned for insufficient funds.

**\*Declined Fee:** If your credit card declines more than 3 weeks, we will charge a \$15 service fee for each additional decline per day the rest of the year.

### TO ADD A WEEK OR ADDITIONAL WEEKS

Complete the **Camp Arrowhead ADD Weeks** form and deliver directly to the Lakota Family YMCA's Front Desk or **you may email ADD forms to heather.branham@lakotaymca.com**. This form is located on the Lakota Family YMCA's website under Child Care and Camp Arrowhead. When you add weeks, you must pay a **non-refundable, non-transferable \$40.00 deposit** for each additional week. Remaining weekly fees will be charged to your credit card each Friday for the upcoming week, so when registering, you will need to provide a credit card.

### TO CANCEL A WEEK OR WEEK

Complete the **Camp Arrowhead CANCEL Weeks** form and deliver directly to the Lakota Family YMCA's Front Desk or **you may email CANCELLATION forms to heather.branham@lakotaymca.com**, as the timing of your cancellation is crucial! This form is located on the Lakota Family YMCA's website under Child Care and Camp Arrowhead.

When cancelling, please keep in mind:

- 1 full weeks' notice is required to process cancellation requests; no exceptions. Cancellations not received 1 week prior will still be charged.
- Lakota Family YMCA will keep your **non-refundable, non-transferable \$40.00 deposit** for each approved cancelled week.
- No refund or credit for missed days within the week.
- No refund or credit for children who are dismissed or suspended from camp for inappropriate behavior.
- A refund can only be issued in case of hospitalization or extended illness (3 days or more) verified by a physician; the \$40 deposit is non-refundable, non-transferable.

### BILLING

Please save a copy of the Camp Arrowhead Registration, Camp Arrowhead ADD Weeks and Camp Arrowhead Cancel Weeks forms, any cancelled checks and receipts received from Lakota Family YMCA. As payments are applied to your child's account, you can view your account on the online portal.

If you feel you have been charged incorrectly, or have questions regarding your charges, please contact:

**Heather Branham, Billing Coordinator**  
**Lakota Family YMCA**  
**(513) 779-3917**  
**heather.branham@LakotaYMCA.com**

### STATEMENTS AND BALANCES

Child Care Statements and Balances are viewed through our Online Portal at [www.lakotaymca.com](http://www.lakotaymca.com). The Online Portal is your best source for your Child Care/Billing needs. Stop by the Lakota Family YMCA to set up your Online Portal account.

If you need to know your balance due, see the Online portal or, contact the Front Desk at (513) 779-3917.

#### FEDERAL TAX INFORMATION:

The Lakota Family YMCA EIN (Tax ID) is: **31-1223396**

Families may need this number for Federal Income Tax purposes if you qualify for a child care tax credit.

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