



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA BUSINESS OPERATIONS CENTER
381 W. Loudon Avenue, Lexington, KY 40508
(P): 859-367-7301 | (W): ymcacky.org/accountservices
Support Hours: Monday-Friday, 8 a.m. – 5 p.m.

WELCOME TO THE YMCA SCHOOL AGE CARE PROGRAM!

Please review your email confirmation for accuracy and program information. Contact us if any information is incorrect. We want your family to have the best experience in our program during the school year. The information below informs you of important policies about billing and changing information.

FINANCIAL RESPONSIBILITY AND FEES

Childcare fees are due in advance of services. In order to ensure that we have all the resources required to serve your child(ren), bi-weekly tuition payments are due on Monday, a week prior to the session. Childcare payments are automatically drafted from your credit or debit card, or EFT using the information you provided when registering on or before the payment due date. Draft time cannot be scheduled and typically occurs at 1 a.m. the day the draft is due.

- Your childcare registration is planned, and we prepare snacks, activities, and staff for your child. Few operating costs are eliminated when a child is absent. Because of this, we do not refund or pro-rate fees for absences.
- We do not issue credits or refunds for scheduled school holidays, sickness, or closings due to inclement weather and there are no additional charges for early release days.

Returned Payments:

If your draft is returned for any reason, a service fee up to \$30 will be assessed. Your payment is due no later than Friday at 10 a.m., or your child(ren) will be removed from the program.

Financial Assistance:

The YMCA's financial assistance program helps make YMCA membership and programs affordable for all. Every day, we work side-by-side with our neighbors to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow, and thrive. Each year, we provide over \$1 million dollars in financial assistance locally, thanks to generous gifts from our members and donors through our annual Impact Campaign, grants, and special events. We understand that financial hardships may happen at unexpected times during the school year, and work quickly to provide financial assistance to families. If your family has trouble affording the tuition, please contact the Business Operations Center or visit your local Y for an application.

Payments made by a Third Party:

Upon enrollment, it is understood that all fees are the responsibility of the guardian(s) enrolling in the program. All families enrolled are subject to the same policies, including payment and fees. In the event that a third party (i.e., Child Care Assists, Social Services, Foster Care, non-custodial parent or extended family member, etc.) is assisting with all or part of the fees due, the agreement is between the guardian enrolling the child(ren) and the third party only. YMCA enters into the childcare and payment agreement with enrolling guardian(s) only. Under no circumstances will any family be permitted to attend the program without payment of tuition.

Changes and Cancellations:

Payments are continuous and can only be cancelled or modified by notifying the Business Operations Center. You can complete an online [form](#) or email business@ymcacky.org at least 15 days prior to the program session date. There will be a \$25 cancellation fee assessed. No credit is given for absences within the program, unless a 15 days' notice is provided.

YOUR ONLINE ACCOUNT

- Visit www.ymcacky.org.
- Click **Login** at the top of the page.
- Login with your username and password if you already have an account with the Y.
- If your first time online, enter your email address & follow instructions on **Don't have an account?**
- Enter your information, including username and password, and *continue*.

Please contact the YMCA Business Operations Center if you have any questions about this information. We look forward to a great school year and having your child(ren) in our program.