



Dear YMCA Families,

Thank you for joining us for a wonderful 2016-17 school year! As the school year is coming to a close, the Y would like to invite you and your family to join us again next year in the YMCA Youth Development program in your school.

In an effort to make the upcoming school year a success, the Y would like to make you aware of updates to our enrollment procedures which are included below. These updates have been made to assist in our efficiency and ability to provide the best service possible to our families. Please contact the Youth Development Office at (317) 484-9622 with any questions regarding these updates or your personal account.

ENROLLMENT UPDATES

- Before & After School and/or School's Out Camp program enrollment (including payment) must be completed by 1:00pm on the Friday prior to program attendance.
- Enrollment occurring after 1:00pm on the Friday prior to program attendance will be assessed a \$10 fee.
- Payment based on enrollment is expected regardless of attendance unless the cancellation/adjustment process is followed.
 - Cancellations/adjustments must be made by 1:00pm on the Friday prior to program attendance.
 - If a cancellation/adjustment is not requested by the 1:00pm deadline, the account will be charged for the original enrolled dates, and no adjustments will be made. This includes absences due to illness.
 - Credits will be given for non-attendance, if notice is received before the 1:00pm deadline.
 - Credits will be applied to future enrollments. Refunds will be given if a family member is not enrolled in future programming
- Failed automatic payments or returned checks will be assessed a \$20 fee, and families will not be able to utilize the program until payment is made in full.

BEFORE & AFTER SCHOOL UPDATES

- Families interested in ongoing enrollment must participate in our automatic payment system (bank draft or credit card).
- Families interested in a week to week enrollment must pay by 1:00pm the Friday prior to program attendance.

SCHOOL'S OUT CAMP UPDATES

- A non-refundable, non-transferable, and non-discountable deposit is required. The deposit will be \$5 for one-day camps and \$10 for week-long camps.
- Cancellations/adjustments requested by 1:00pm on the Friday prior to program attendance will be accepted (minus the deposit paid). Refunds or credits are not given after the Friday deadline.

Our full parent handbook can be found at indymca.org/youthdevelopment. If you or your family have any questions about these updates or your personal account, please contact the Youth Development office at (317) 484-9622.

The YMCA Youth Development Center
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