



Welcome to Summer at the Y!

Please review your confirmation email for accuracy and program information. If any information is incorrect or has changed, such as your program weeks or, for Day Camp/Summer Sports, bussing and care needs, please [contact us](#). We want your family to have the best experience in our program this summer. The information below informs you of important policies about **billing** and **changing your weekly schedule**.

BILLING AND PAYMENTS

Summer Child Care Programs (Power, Uproar), Summer Sports, and Day Camp are billed weekly (some programs may be 2+ weeks). Your automatic payment is drafted on Tuesday evenings, two weeks prior to program week.

We prefer families pay by automatic EFT with credit or debit card. This ensures worry-free, on-time payment and no late payment fees. **If you registered online or included your card number on your registration form, you automatically authorized the weekly EFT option, as well as future charges or change fees.**

In circumstances where families do not prefer EFT payment, you can:

- Use your online account (see **Your Online Account** below)
- Call the Y Customer Service Center at 612-230-9622

Automatic EFT Payments are drafted on Tuesday evenings, two weeks prior to your program week. You may occasionally have an EFT charge on Fridays for any past sessions attended that weren't part of your original schedule (Summer Child Care only), or payments not yet drafted for weeks of service.

\$10 Late Payment Fees for Summer Programs will apply per child if payments are not posted by Friday at 11:59pm, for the program week.

Your Online Account

- Visit <https://www.ymcanorth.org/>.
- Click **Sign In** at the top of any page.
- Sign in 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 for **Don't have an account?**
 - Enter your information, including username and password, and *Continue*. (If you receive an error message, try another email address or call Y Customer Service to complete account setup. We may need to add email and family members to your account.)

Online Payment: If not on EFT, your weekly balance is normally available to pay in your online account after 6pm on Tuesdays two weeks prior to your program week.

- Sign in at www.ymcanorth.org/.

Make a Payment

Click **Make a Payment** in the menu.

- Current balances due will show in red. If there is no balance on your account, it might not be available. Check the next day. If you still do not see a balance by Wednesday, call Y Customer Service.

When paying online, **please only submit your payment once**. Call us if you receive an error message or you are not sure that your payment was accepted. **(see reverse side for schedule change information)**

WEEKLY SCHEDULE CHANGES – Summer Child Care (Power & Uproar) Only

You can make changes to your child's Summer Child Care daily attendance each week to accommodate your schedule. *Changes must be received in writing in our office or completed online **by Monday, 11:59pm, TWO weeks prior to week of care.*** (Day Camp and Summer Sports are weekly programs; daily changes are not possible.) A \$10 change fee is applied to each Day Camp or Summer Sports week changed.

Weekly Schedule: Summer Child Care (Power & Uproar) have a variable three, four or five day schedule. You may choose to send your child only one or two days per week, but you will be billed for the program's minimum weekly attendance policy (three days).

Late Changes: Adding or switching days/sessions, if made late, will incur additional fees. You are charged your original schedule for the week, plus the additional day(s) attended.

Schedule Change Options – Summer Child Care only

- Use your online account at www.ymcanorth.org. Sign in and choose **My Childcare Calendar**.
- Submit changes in writing [using our online form](#).
- We do not accept changes or cancellations by phone.

My Childcare Calendar

Making Changes Online

It is convenient for you to change* your weekly schedule online in the **My Childcare Calendar** section of your account. You can:

- Add or Remove days/sessions within the same week
 - Note: You must leave at least one day scheduled per week. *See below to cancel program.*
- Switch days/sessions within the same week
- Your calendar online will reflect currently scheduled days/sessions.

*Changes may be made through Monday TWO weeks prior to the week you are changing. After Monday, two weeks prior, additional fees will apply per day to add or switch.

To make changes online:

- Sign in to your account and choose **My Childcare Calendar** from the left menu.
- Choose the *Participant* and *Program*.
- Click **Summer child care calendar** button or any daily session in the calendar.
- On the **Update Summer Child Care Calendar** screen, select the week you wish to change and choose if you want to Add, Switch, or Remove days/sessions.
- Complete all changes for week, click **Update & Save** button and confirm your change.
- Make necessary changes for each week you need.
- When you return to the calendar, your scheduled sessions will be blue.

Cancellations: You can cancel summer programs in your online Y account. Sign in and choose *Programs* in the menu. Cancellations must be completed by Monday, two weeks prior to your program session.

Refund Policy: There are no refunds on program registration deposits and/or registration fees, as well as no refunds for late cancellations or program changes.

Member Program Discounts: For Day Camp and Summer Sports member pricing, participant/camper must be a member at the start of the program. Additional non-member pricing will apply if member status changes.

Please contact the Y Customer Service Center, if you have any questions about this information. We look forward to another great summer and having your child(ren) in our program.

Y Customer Service Team

Y Customer Service: Monday–Friday, 7am – 5pm

Phone: 612-230-9622 | [Contact us online](#) | **Live Chat:** 9 am – 4 pm