



# TRI-TOWN YMCA

## REGISTRATION & PARTICIPATION POLICIES

### **Account Balance Policy**

Payment for programs/courses/activities/events are to be paid in full at the time of registration with the exception of before/after school care and summer camp programming (please see specific payment policies for these programs). Accounts that are assessed a late payment fee, late pick up fee, or return payment fee will be immediately charged to the credit card on file. If a credit card is not on file or the charge does not go through, a paper invoice will be mailed. Invoices must be paid within 14 business days. Accounts that carry a balance after 14 days will be suspended and members of the household will not be permitted to attend programming or register until the account is paid in full. Any account that is more than 90 days delinquent may be turned over to collections and face further penalties.

### **ADA Compliance & Inclusion Assistance**

Tri-Town YMCA intends to comply with the intent and spirit of the Americans with Disabilities Act. Registrants requiring special accommodations such as a sign language interpreter or an inclusion aide should notify Tri-Town YMCA staff at least ten (10) days in advance of start date so that an appropriate plan can be developed between the registrant and Tri-Town YMCA.

### **Before/After School Child Care & Summer Camp Paperwork**

Additional paperwork/documentation will be required for participants enrolled in before/after school child care and summer camp programming. This is required paperwork from Tri-Town YMCA's licensing agency the State of Illinois Department of Children and Family Services. The paperwork/documentation that will need to be completed prior to the start of before/after school child care and summer camp programming include, but are not limited to: participant's birth certificate, insurance card, pediatrician/family doctor contact information, immunization records, and if applicable, administration of medication form and/or inclusion assistance form.

### **Cancellation Policy**

Tri-Town YMCA programs/courses/activities/events that do not meet minimum enrollment approximately one week prior to the start date, may be cancelled. In the event that a program/course/activity/event is cancelled, registrants will be notified via telephone and email, and a full refund will be issued within four (4) weeks.

### **Code of Conduct**

All Tri-Town YMCA participants and if appropriate, parent(s)/guardian(s) are to review and agree to the following Code of Conduct:

- Demonstrate positive, respectful, and inclusive behavior.
- Listen and follow directions.
- Profanity and/or vulgar language is prohibited.
- No pushing/shoving.
- Physical fighting and/or threats are prohibited and will result in immediate suspension.
- All garbage/recycling is to be placed in appropriate containers.
- Be conscious of acceptable volume level, especially when riding in Tri-Town YMCA vehicles/school busses.
- While riding in Tri-Town YMCA vehicles/school busses, riders are to remain seated forward and keep the aisle clear.

Participants who do not follow the Code of Conduct may be given a warning, a thinking time-out, or may result in suspension. Three suspensions will result in the dismissal from current and future programming. No refunds will be issued for participants dismissed from Tri-Town YMCA programming.

### **Emergency Contact Information**

All participants are required to have at least one emergency contact on-file with Tri-Town YMCA.

### **Financial Assistance**

Tri-Town YMCA offers a financial assistance scholarship program for families facing financial hardship. To learn more, please visit [tritownymca.org](http://tritownymca.org) or call the office at 630.629.9622.

### **Inclement Weather Policy**

In the event of inclement or questionable weather, outdoor programs/courses/activities/events may be cancelled. All decisions regarding program status will be made approximately one (1) hour prior to start time. To check the status, please visit [tritownymca.org](http://tritownymca.org) or call 630.629.9622.

### **Late Pick-Up Policy & Fees**

Minor wards/child(ren) will only be released to an authorized adult 18 and older at the conclusion of programs/courses/activities/events. Any minor ward(s)/child(ren) not picked up by the designated program/course/activity/event end time will be supervised by Tri-Town YMCA employees up to one hour.

For every 15 minutes late, a \$10 fee will be charged per child. For a child that is not picked up within one hour, every attempt will be made to contact the parent/guardian. If not contact is made, every available phone number on the child's emergency contact list will be called. If no contact is made, the local police will be contacted. Late fees will be automatically charged to your credit card on-file or an invoice will be issued. Invoices must be paid within 15 business days.

### **Materials Fee**

Some programs/courses/activities/events may have a nonrefundable materials fee. These fees are due at the time of registration.

### **Medication**

If a participant has prescribed medication that needs to be administered during a program/course/activity/event, a Medication Authorization Form is to be completed. All medications must be in the original packaging and include the name of the participant and their doctor's name. For everyone's safety, medication will be stored with the program leader.

### **Program/Course/Activity/Event Fee**

Unless otherwise noted, each program/course/activity/event has a fee listed that is per person. This fee is due at the time of registration with the exception of before/after care and summer camp programming. If you and your family are facing financial hardship, Tri-Town YMCA offers financial assistance scholarships for youth to attend programs/courses/activities/events. To learn more about financial assistance scholarships or to obtain an application, please visit [tritownymca.org](http://tritownymca.org) or call the office at 630.629.9622.

### **Registration Confirmation**

Course confirmations are sent via email soon after a registration is entered into Tri-Town YMCA's registration software.

### **Registration Fee**

A \$35 nonrefundable registration fee will be applied per child enrolling in summer camp and before/after care programming.

### **Refund & Transfer Policy**

Tri-Town Young Men's Christian Association ("Tri-Town YMCA") reserves the right to cancel, postpone, or combine programs/courses/activities/events for any reason found to be necessary by the staff.

If insufficient enrollment causes an activity to be cancelled, participants will receive a FULL REFUND. Please allow up to four (4) weeks for refund processing. No written refund request is required.

All requests for program/course/activity/event refunds/cancellations must be made in writing or via email to [volunteer@tritownymca.org](mailto:volunteer@tritownymca.org). A \$10 service fee will be charged for any refund/cancellation or program/course/activity/event transfer request.

1. A refund will not be issued for programs/courses/activities/events that require a registration/activity fee, or a trip.
2. Makeup classes will either have a rescheduled date or a refund will be issued. Any person(s) not able to attend the reschedule date must contact Tri-Town YMCA for a refund prior to the scheduled makeup date.
3. After the second meeting for a program/course/activity, refunds cannot be issued. A prorated transfer to a program/course/activity/event in the same calendar year can be issued.

### **Reoccurring Payment Plans**

Tri-Town YMCA offers the option of a reoccurring payment plan at no additional charge for registrants participating in before/after school care and summer camp programming. Reoccurring payment plans will require a valid credit card to be on-file and are charged on Wednesday the week prior to the start of before/after school care or summer camp program.

### **Registration**

Tri-Town YMCA accepts registration in-person, by mail, and online. When applicable, a registration start date will be posted. Many of Tri-Town YMCA's offerings are popular and enrollment may close quickly. With this in mind, it is encouraged to register early. Tri-Town YMCA accepts cash, check, and credit cards (American Express, Discover, MasterCard, and Visa).

### **Registration Options:**

In-Person: Tri-Town YMCA at Calvary Episcopal Church (M-F 9am-4pm)  
105 W. Maple Street, Lombard, IL 60148  
*Cash, check, and credit card accepted.*

Mail: ATTN: Tri-Town YMCA  
105 W. Maple Street, Lombard, IL 60148  
*Check and credit card accepted.*

Online: tritownymca.org  
*Credit card accepted.*

### **Return Payment or Invalid Credit Card Fee**

If a credit card that is on-file does not go through or a check is returned from the bank, a \$10 return fee will be assessed to the account. If a payment with a credit card does not go through or a check is returned more than three times in one-year, the registrant will only be permitted to register in-person with cash.

### **Sick Child**

Participants must be free of fever and contagious illnesses to attend Tri-Town YMCA program/course/activity/event. If a participant becomes sick during a program, Tri-Town YMCA will contact the parent/guardian to pick-up their child/ward. A child/ward may return to programming after being free of fever or contagious illness for 24 consecutive hours. Per State of Illinois law, in some cases, a doctor's note may be required to return to programming.

### **Video and/or Photo Imaging**

Tri-Town YMCA does occasionally take photos and/or video imaging of participants in its programs/courses/activities/events for use in future marketing and promotional materials. A waiver is included in all registrations related to video and photo imaging. Participants and spectators wishing to share photos or videos taken at Tri-Town programming may do so by emailing them to [volunteer@tritownymca.org](mailto:volunteer@tritownymca.org) or post them to Tri-Town YMCA's social media sites. A link to Tri-Town YMCA's social media sites can be found by visiting [tritownymca.org](http://tritownymca.org).

### **Wait List Policy**

If a program/course/activity/event has met its maximum enrollment, registrants will have the option of being placed on a wait list. If a registrant cancels their enrollment or additional spaces open, Tri-Town YMCA staff will notify, in order, the people on the wait list. There is no fee charged to be on the wait list.

### **Waiver**

All registrants will be prompted and required to complete a waiver upon registering.

### **Weekly Deposit for Summer Camp**

For weekly summer camp programming, a hold on a space in camp may be made with a \$10 nonrefundable deposit for each week of camp and for each child wishing to be enrolled. The deposit will be applied towards the camp fee. The remainder of the payment for camp will be due the Wednesday prior to the program start date and will automatically be charged to the credit card on file.

*All information is subject to change at any time at the discretion of Tri-Town YMCA.*