



## 2019/2020 BEFORE & AFTER SCHOOL REGISTRATION FAQs

### BILLING AND DISCOUNTS

Is there a change to the billing process?

- Yes, for 2019-2020 childcare season annual tuition will be broken down into weekly installments. Two weekly installments and a Registration fee (if applicable) will be due at sign-up. Remaining payments for your annual tuition will be automatically charged to the credit/debit card or checking account information you provide during registration.
- Automatic payments will be processed weekly each Sunday, starting September 1, 2019. Credit/debit card or checking account information will be required at the time of registration.

Will I be able to receive money back or holds for weeks my child will not be attending care?

- Enrollment and tuition for childcare is annual. This is not changing. Cancellations may be requested with 30 day notice, but care will not be prorated for usage.

What do I do if I don't want to use a credit/debit card or checking account for my tuition payments?

- Credit/debit card or checking account information will be required at the time of registration. If you would like to pay in advance of a scheduled charge, you may do so with any payment method in-person at the YMCA Welcome Center or through your online account by noon on Friday prior to the scheduled payment.
- Payments made online or in-person in advance of a scheduled charge can be for any amount. You will have the flexibility to make a partial payment to reduce an upcoming charge, pay a full installment, and even make a payment for more than one installment in advance!

What do I do if I don't have a debit/credit card or checking account?

- Families may purchase a prepaid Visa, MasterCard, or American Express card to have on file in place of a traditional debit/credit card or checking account. Your prepaid card will need to have enough funds loaded on the card to cover the cost of your initial tuition payment and Registration fee (if applicable.) Your card will need to be replenished as needed to cover the amount of your scheduled payments.

Will I be able to register if I have a balance due on my account?

- Yes, families with current or past due tuition payments will be able to register for the 2019-2020 school year and will be able to attend care as long as any due amounts are paid prior to the start of care.

Will I be able to receive my Sibling Discount when I register online?

- Yes! Siblings registered in the same online transaction will automatically receive the Sibling Discount.
- Forgot to register in one transaction? No problem! Give us a call and we'll help adjust your account balance.

## FINANCIAL ASSISTANCE AND SUBSIDY RECIPIENTS

Will I be able to register if I receive financial assistance through the Y?

- Yes! All currently enrolled families who submit redetermination paperwork by April 8, 2019, will have the ability to register online and receive their assistance during Priority Registration for the 2019-2020 program year.

How do I register if I have Program for Parents (PfP)?

- If your contract is due to expire, please make sure you reapply to ensure continued PfP support.
- When you register online, full payment will be due at the time of registration. When your PfP subsidy is confirmed with the Y, we will adjust your account. As long as your PfP contract is renewed, any creditable amount from your initial payment will be applied to future scheduled payments.
- If the full payment cannot be supported by your family budget, please call our Helpline for assistance. Helpline contact information and schedule will be communicated mid-April via email. Flyers will also be available at your childcare site.