



FREQUENTLY ASKED QUESTIONS

Is there a multi-child discount offered on my monthly tuition?

Multi-child discounts are only applied to the registration fee, not monthly tuition or holiday camps. The registration fee is \$30 for the first child, \$15 for the second child and a \$5 discount for each additional child.

Does my scholarship apply to the registration costs?

Scholarship monies received do not apply to the registration costs for the program. The \$30 registration fee must be paid before scholarship monies will be released.

Does full-time w/workday status include holiday camps?

Full-time w/workday status does not cover the cost of holiday camps in December and March/April.

Do you provide all day care on holidays or days off?

We do provide childcare during Christmas Break (December 23, 28-30) and Spring Break (March 29 – April 2) for an additional fee. The following dates for all day care are included in your regular tuition for the full-time w/workday program: October 26; November 11, 25; January 18, 19; February 18, 19; March 26; April 23, 26 and May 28.

How do all day programs work?

The program runs from **7:30AM – 6PM**. It is the parent's/guardian's responsibility to provide a lunch, 2 snacks, and a drink each day that your child(ren) will be attending.

What days do you not provide care?

The following is a list of dates that no camp program will be offered: September 7; November 26, 27; December 24, 25, 31; January 1 and May 31.

What types of activities do you offer?

Homework time and help, snacks, arts & crafts, gym games, sports, devotion, character education, 1 field trip per month, structured fitness curriculum and weekly swim time (Tuesdays).

When are payments due?

Payments will be due by the 1st of every month. Payments are considered late after the 5th, and will incur a late fee of \$10. Accounts must reflect a zero balance by the 15th of the month before childcare can be provided for a new month.

Can my after school payment be automatically drafted?

Yes! If you are interested in automatic draft, please complete the form and return it as soon as possible. You can also pay your after school fees online.

Are months prorated?

Months **are not** prorated during the school year. At an additional cost, parents in the program will be offered a discounted rate for Holiday Camps (Christmas and Easter).

Can I change my program status?

Program status can be changed during the year. Please email us @ spearsafterschool@ymcagreensboro.org to properly address the matter. The request must be submitted in written format, either via email or letter, and confirmed by the program director or program coordinator.

What is the counselor to student ratio?

YMCA childcare programs operate by a 15:1 at worst! If there is ever an exception, it will be in favor of a lesser ratio!

What is the Parent Pick Up Policy?

Parents/guardians will receive 2 authorized pick up cards. You may receive up to 2 more by request. Staff members will only release students into the care of adults with cards. In the event that you forget your pick up card, please be prepared to show a valid photo ID. Please make sure your alternate pick-ups have a valid photo ID.

What is the Lost & Found Policy?

All items left behind will be brought to the YMCA's lost and found at the end of each day. Staff **will not** be responsible for student's belongings; please label all of your child's belongings.

What areas of the YMCA will you be using?

Groups will have access to the pool (Tuesdays), gym, playground, child watch, energy factory, sports fields and teen center.

How will students be grouped together?

Students in the program will be grouped together by age, and will participate in age-appropriate activities. The groups are as follows: ages 5-6, 7-8 and 9-11.