



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.

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/all day status does not cover the cost of holiday camps in December and March/April.

Do you provide childcare on holidays?

We do provide childcare during the Christmas and Spring Breaks. However, we do not provide care on FEDERAL HOLIDAYS and/or the following:
Sept1, Nov.11, Nov. 26, Dec. 24-26, Dec.31, Jan.1, Jan. 19, Apr.13, May25

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, weekly swim time (Tuesdays), Buddy reading program.

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 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.

Are months prorated?

Months **are not** prorated during the school year. During the holiday seasons (Christmas / Easter), parents in the program will be offered a discounted rate for Holiday Camps.

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 Harvey.

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.

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.

Will you still use the YMCA facility?

Yes! Groups will still use the facility for swim time, gym time, playground time, movie time (Fun Friday - on occasion), energy factory time, and games on the sports fields.

How will students be grouped together?

Students in the program will be grouped together by age, and will participate in age-appropriate activities