



# 2024 Payment Plan FAQ

## How do we go about setting up a payment plan for Summer Camps?

- At the start of Summer Camps registration (start date is based on Residency) customers can go into their online account, select camp you are interested in registering for, select registrant, add “After Care” (optional), accept the terms of the Waiver, and select automatic payment Schedule. The initial payment of \$50 (per camper, per camp) is due at the time of registration, the remaining balance will be automatically scheduled and withdrawn two (2) weeks prior to the start date of the camp. Please see table below for important dates.

Payment Schedule: Summer 2024 Camps					
	First Day of Camp:	Date of automatic payment withdrawal:	Notes	Withdrawal from Camp date: (Mondays by Close of Business)	Last Day to stop Automatic Withdrawal:
Week 1	Monday, June 24, 2024	Monday, June 10, 2024		Monday, June 10, 2024	Monday, June 3, 2024
Week 2	Monday, July 1, 2024	Monday, June 17, 2024	no program 7/4	Monday, June 17, 2024	Monday, June 10, 2024
Week 3	Monday, July 8, 2024	Monday, June 24, 2024		Monday, June 24, 2024	Monday, June 17, 2024
Week 4	Monday, July 15, 2024	Monday, July 1, 2024		Monday, July 1, 2024	Monday, June 24, 2024
Week 5	Monday, July 22, 2024	Monday, July 8, 2024		Monday, July 8, 2024	Monday, July 1, 2024
Week 6	Monday, July 29, 2024	Monday, July 15, 2024		Monday, July 15, 2024	Monday, July 8, 2024
Week 7	Monday, August 5, 2024	Monday, July 22, 2024		Monday, July 22, 2024	Monday, July 15, 2024
Week 8	Monday, August 12, 2024	Monday, July 29, 2024		Monday, July 29, 2024	Monday, July 22, 2024
Week 9	Monday, August 19, 2024	Monday, August 5, 2024		Monday, August 5, 2024	Monday, July 29, 2024

## What is your refund policy? / Can I receive a full refund for camp?

- FULL REFUNDS:** There are no full refunds for camps. All refunds are subject to a \$50 administrative fee per participant, per camp.
- REFUNDS (MINUS ADMINISTRATIVE FEE):** Refunds for summer camps requested at least fourteen (14) calendar days before the first day of camp will be subject to a \$50 administrative fee per participant, per camp. After the fee is applied, the remaining balance will be refunded.
- TRANSFERS:** A participant may request to transfer to another camp with available space if the request is received at least fourteen (14) calendar days before the first day of camp. If transferring from one camp into another, the administration fee will be waived. The transfer must be made at the same time as the cancellation and for the same participant.

## What if I need to withdraw from a camp and I have set up a payment plan?

- Withdrawing from a camp or transferring from one camp to another will follow the standard Summer Camp Refund Policy. Parents/Guardian will be responsible for calling the Spartan Recreation Center at 206-801-2600 to do so. An administrative fee of \$50 per participant, per camp will be withheld unless you transfer into another camp. Transfer requests must be made at least fourteen (14) calendar days before the start of camp and must be made at the same time as the registration cancellation and for the same participant.

**Is my credit card number kept on file and secure?**

- Yes... Payment information will be saved at checkout during the online payment process in order to create a Payment Account.

**What happens if an automatic withdrawal is unsuccessful?**

- If a payment is not successfully withdrawn, account holder will be contacted via email and/or phone and will be given 2 business days to pay balance due or camper(s) will be withdrawn.

**How can I update my Debit/Credit Card information?**

- You are responsible for keeping all debit/credit card information up to date. You will be able to edit or update credit card information by logging into your account and editing debit/credit card information or by calling the Spartan Recreation Center at 206-801-2600.

**Will I receive a reminder prior to the payment being automatically withdrawn?**

- Yes, an email reminder will be sent out 10 days prior to the automatic payment withdrawal date to the email address on file for the primary account holders.

**If I paid in full, can I go back and schedule a payment plan?**

- No, payment plan must be established during the initial registration.

**Can I use scholarship towards the payment plan?**

- Yes, if you have applied and your child qualifies for a scholarship you can apply scholarship money towards the initial payment or the remaining balance of a camp when setting up a payment plan if you still have funds available. You will need to call the Spartan Recreation Center to register if you want to use scholarship funds, this is currently not an option when registering on line.

**If I transfer from one camp to another, does my payment plan also transfer?**

- Yes, if you are transferring from one camp into another and have set up for a payment plan, you will be able to update your payment according to the camp you have transferred into. The terms of the payment plan will change based on camp dates.