
Childcare Billing & Policies FAQ

1. Who do I contact regarding my childcare billing?

For any billing-related questions or concerns, please reach out to our Childcare Billing Department at:

- **Email:** CCbilling@vosymca.org
- **Phone:** 602-212-6019 (Office Hours: Monday-Friday 9:00am-4:00pm *Summer Hours May-July 8:30am-4:30pm)
- **Website:** www.valleymca.org/billing
Our team will be happy to assist you.
- **Booking:** Book an appointment to meet with our Billing team: [Schedule Here](#)

2. When will I be billed?

Billing dates vary by childcare program:

- **Early Learning/Y Academy:** 1st and 15th of each month
- **Before/After School:** 1st of each month
- **Summer Camp/Break Camps:** 10 days prior to session start date

3. What is the YMCA's payment policy?

- All payments are processed through our bank draft system, linked to your debit or credit card. Payments are withdrawn on the scheduled draft dates.
- If a payment does not clear, your deposit and reserved space will be forfeited.
- If a payment is returned NSF, it will be reattempted electronically, and a \$25 processing fee will be charged.

4. How does program tuition work?

- **Early Learning/Y Academy:** Our billing is based on tuition multiplied by 2 for 24 drafts done on the 1st and 15th of every month regardless of the number of days actually occurring in that month.
- **Before/After School:** Session billing is based on the full school year and then divided into equal payments. Each month you pay 1/10th of your total bill, regardless of the number of school days actually occurring in that month. This includes months that contain intersessions and school breaks.

5. Are there any late fees for overdue payments?

Yes, a \$25 late processing fee may apply if payments are not received by the due date. Please refer to our policy for further details.

6. What is the YMCA's cancellation/refund policy?

Before/After School & Y Academy Change/Cancellation Policy:

- A 30-day written notice is required for any enrollment changes, including transfers or cancellations.
- If a 30-day notice is provided: Parents can disenroll their child(ren) by submitting a cancellation request at least 30 days before the next billing date to avoid additional charges.
- If a 30-day notice is NOT provided: Parents will be responsible for the full upcoming billing charge.

Summer Camp/Break Camps Change/Cancellation Policy:

- Parents may disenroll their child(ren) before the scheduled program bank draft (7 business days before the session begins) to avoid charges.
 - If cancellation is not completed before the draft, a \$25 non-refundable cancellation processing fee will be charged to the card on file.
 - Cancellations must be processed before the scheduled bank draft to prevent additional charges.
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7. What is the absenteeism policy?

No deductions or credits will be made for missing days, sick days, vacation days or other emergencies resulting in school closings.

8. How do I apply for Childcare Financial Assistance?

Financial assistance is available upon request. Please complete the [FA Application](#), and our Childcare Billing department will contact you within 72 hours.

Note: Specific documentation is required to qualify for assistance.

9. Can my child be registered while waiting for subsidy approval through DES?

Yes, your child can be registered while waiting for subsidy approval. Full-rate childcare fees will apply until your subsidy is confirmed.

10. How do I apply for a childcare subsidy through DES?

For information on applying for a childcare subsidy through the Arizona Department of Economic Security (DES), please visit [DES AZ](#) or contact your local DES office for further assistance.

11. Are there registration or enrollment fees?

No, there are no registration or enrollment fees.

12. How do I make changes to my child(ren)'s current enrollment?

Please complete our change request forms based on the specific program your child(ren) are registered for:

- **Early Learning/Y Academy:** [Y Academy Childcare Request](#)
- **School Age Childcare Programs:** [School Age Childcare Request](#)