

## RLAPD Payment Options/Procedures Failed Payment Process and Late Fees

### SPECIFIC PROGRAM PAYMENT INFO

#### Memberships

Membership passes are not refundable or transferable.

**The Children's Neighborhood, Boxing,** are a monthly auto-payment membership.

**Pool Membership** payments are available for the summer season at a flat rate per person with discounts for seniors, military and youth under 13 years.

#### Before and After School

Mandatory automatic payment plans are drafted on the Wednesday before the next week of scheduled service.

**Refunds and Transfers** must be made for the entire month. Changes must be in by the 15<sup>th</sup> of the month before the affected month of service.

#### Full-Day Preschool

Mandatory automatic payment plans are drafted on the Thursday prior to the next week of scheduled service. Refunds are not provided except in the case of illness accompanied by a doctor's note.

#### **Tuition Adjustments-Full-Day**

**Full-time participants** (enrolled five days M - F) will receive ten (10) days of tuition credit to use for vacation or illness within one school year (August to May).

**Part-time participants** (2 - 4 days) will not receive a tuition credit due to non-attendance days; however, if we can accommodate a make-up day, we will.

**Note:** The school is usually closed one week in December for the Full-Day program, and tuition is not charged for the shutdown or legal holidays when closed.

#### Half-Day Preschool and Dance

Mandatory automatic payment plans are drafted ten business days prior to the month scheduled. Tuition credit for non-attendance days is not available for these activities. Refunds will be prorated monthly with supervisor approval.

#### Summer Camp

Mandatory automatic payment plans are drafted on the Wednesday before the next week of scheduled service. A \$50 cancellation/transfer fee will be applied to all requests made in less than ten business days prior to the week of service. Changes must be requested in writing.

#### Rentals/Permits/Fieldtrips

Deposits are required to book any facility or park. (Deposit amounts vary by space and location). All deposits are refundable as long as no damage occurred during your event and/or all policy and reservation cancellation requirements were followed. Please see the rental page for cancellation and refund details.

Most rental fees are due 14 days prior to the event date.

#### Changing a Payment Plan Payment Method

If a payment method needs to be changed, customers can log in to their account and change their auto payment from the "My Account" menu or stop by the Guest Service desk.

#### Failed Auto Payment

If a payment was not able to be processed, the payer must contact Guest Services by phone, email, or access their account online and pay outstanding balances on the date the payment fails to avoid disruption of service and removal from the activity. If payments are unable to be paid on the contracted date specified on the receipt, participants will be canceled from the affected activity and ineligible to participate. In addition, the family will be ineligible to participate in any future activities/events/rentals until the balance and late fees associated with the charge are paid in full. An automated notification email will be sent, and a phone call will be attempted the same business day.

#### NSF Check Failed Payment

As soon as the bank notifies us of an NSF, the failed payment will be assigned to your account plus a \$25 fee, a notification email will be sent, and a phone call will be attempted the next business day. The balance will be left on the account, the account will be suspended, and the family will be prohibited from registering for future programs until the balance is reconciled.

#### Refunds

**Memberships:** Customers who wish to cancel their memberships must do so within one week of the membership expiry. Memberships are not refundable or transferable. Payment default will result in membership cancellation.

**Activities/Programs:** Customers will receive a full refund if the Park District cancels a program. Most customer cancellations made at least one week before the program start date will receive a full refund. Customer cancellations less than one week before the program start date will need supervisor approval and may be subject to a late withdrawal fee. Once a program begins, the activity supervisor will determine if a refund will be granted. Camp, Preschool, and Childcare have specific requirements please see the supervisor for specific details. Refund requests due to illness must be accompanied by a doctor's note to avoid a late withdrawal fee.

**Rentals:** Specific rental refund requirements will result in retention of the security deposit and/or a portion of the rental fees. See rental agreement for specific details.

**Requests:** A refund request must be made in writing by email or in person drop off.

**Refunds:** Transactions by credit card are refunded by credit card. Check/Cash transactions will be refunded by check and mailed to the payer.