

RIVERSIDE PARKS & RECREATION BASP PAYMENT GUIDELINES

We are so happy to have your child in our program! In an effort to serve all of our families with efficiency, we ask that you adhere to the payment guidelines detailed below. All questions/concerns may be directed to the Riverside Parks and Recreation Department at (708) 442-7025.

There will be NO makeup days, NO prorating and NO alternate attendance options.

Weekly registration closes on Wednesday of the week prior (i.e. After 6 PM Wednesday Oct Week 1, no one can be added to list for Oct Week 2)

*A \$5 sibling discount is available to those that enroll children in coinciding monthly payments. Sibling discounts do not apply to weekly. \$5 is the maximum discount per month, and children must be same household.

Timeliness

MONTHLY

Please be sure to adhere to all payment deadline dates in conjunction with the aligned month of registration. Payments are due by the 15th of the month prior. **If payment is not received by the deadline, \$10 late fee per child. Spots are not guaranteed if you do not pay by the deadline.** The price increases on the 16th of the month. Registration may remain open, spots permitted until the Wednesday of the week prior. Please contact the Parks and Recreation office if you need to make arrangements due to emergency/unexpected situations.

WEEKLY

Weekly payments are due in full by the Wednesday of the week prior. We cannot refund after the Wednesday of the week prior. In order to receive a refund; you must notify the Parks & Rec Department before the Wednesday of week prior.

Withdrawal from the Before & After School Program

MONTHLY

Each monthly registration requires a **\$15 DEPOSIT** to secure the participant's spot. Each \$15 deposit will be applied towards the monthly balance. There will be no penalties for any withdrawals made before the 15th of the month prior. Any withdrawals made 15th of the month prior will result in the forfeit of the monthly deposit. After your full payment is made on the deadline, you will not receive a refund for the dates your payment covers. For example, your payment on September 15, 2019 covers attendance in October, if you choose to withdraw your child after the 15th; you will not receive a refund. If you withdraw before the payment deadline, you will receive a full refund less the \$5 processing fee.

If your child needs to be withdrawn from a program, please notify the Riverside Parks & Recreation Department before the payment deadline by emailing (riversidepr@riverside.il.us) or by calling (708) 442-7025. If you do not receive a confirmation email, please follow up by phone. Failing to do so will result in the loss of the monthly deposit and the prorated amount for any unattended days. We appreciate your cooperation.

WEEKLY

Weekly payments are due in full by the Wednesday of the week prior. We cannot refund after the Wednesday of the week prior. In order to receive a refund; you must notify the Parks & Rec Department before the Wednesday of week prior.

Returned Checks/Non-sufficient Funds

In the event of a returned check, the responsible party will be charged a **\$35 NSF FEE** per Village Code. After one incident, checks will no longer be accepted. Future payment may be made with cash, cashier's check or credit card.

Emergency Situational Care

We do understand that situations may arise in which you need day of supervision for your child. Depending on the situation and the amount of times requested, as long as we have your child's emergency forms and receive payment prior to drop off we may be able to accommodate care. You will need to contact the department and receive approval first. Payment and code information will be given if it is approved. You may contact us by emailing (riversidepr@riverside.il.us) or by calling (708) 442-7025. If you do not receive a confirmation email, please follow up by phone.

Payment Methods

The following payment methods will be accepted:

1. Online WebTrac – after initial registration. Pay off balance online under “Account” tab and scroll to “Pay Old Balances” in household WebTrac account.
2. Automatic Payments through your Bank. Checks need to be made out to: Village of Riverside
To the attention of: the Riverside Parks and Recreation Dept. at 27 Riverside Road in Riverside, IL 60546.
3. In-Person at (the Water Tower) 10 Pine Avenue in Riverside, IL 60546

