

# PAYMENT AND CANCELLATION POLICY



# EZ CHILD TRACK



## REGISTRATION OPENS TUESDAY, JANUARY 7, 2020 AT 9:00AM

### Registration and Payment

New this year! We are using EZ ChildTrack for all camp registrations, payments and health records. **Registration for all camps can be done online at EZChildTrack.com/ASCGreenway/parent.** If you are logging onto EZ Child Track for the first time, you will need to set up a new account to access the parent portal (previous accounts with the Greenway or CampDocs will not transfer). If you already have an account with EZ ChildTrack, you can register by logging onto your parent portal at the same web address listed above.

**All camps require a \$50 non-refundable deposit** at the time of registration per week of camp, per child. This deposit is in addition to the listed rate. Payment must be made by credit card or bank draft. If you need to use another form of payment, please contact Guest Services at 803.547.4575.

Full, online payment for each week of camp is due the Monday prior to the start of the camp week for which your child(ren) is registered. Failure to submit payment will result in your child being removed from their week of camp and full payment will still be due. A balance will be placed on your account and no member of your family will be able to register for a Greenway program or camp until the balance is paid in full. All payments will be managed through EZChildTrack. You will be able to log into your account/Parent Portal to make payments once registration is complete.

### Transfers

Any transfers between any camps done at least two weeks prior to the camp start date will have a \$10 service fee applied. The \$50 deposit will transfer to the new camp.

Transfers done less than two weeks in advance will lose their \$50 deposit per week, per child, and a \$10 service fee will be applied.

### Cancellation and Refunds

All camps have a \$50 non-refundable deposit per week, per child. Cancellations made less than 14 days prior will be responsible for the full camp payment.

**For any questions regarding registration, payments, transfers or cancellations, please contact Guest Services at 803.547.4575, Monday-Saturday 8:30am-5:30pm, Sunday 1:00-5:30pm.**



EZChildTrack childcare software will allow all of our participants to register from any desktop computer with internet access as well as manage your own account. All payments, demographic changes to your child's account, registrations, accessing statements and invoices, etc. will be done through this system and accessible to you at any time: [www.ezchildtrack.com/ascgreenway/parent](http://www.ezchildtrack.com/ascgreenway/parent)

Please note that **creating an account and all program registrations will need to be completed from a desktop computer.** The EZChildTrack software will allow you to make payments and view registrations from a mobile device once your account is created.

If you have never created an account with EZChildTrack it will be necessary to select "New Parents Open Account". Previous accounts with the Greenway or CampDocs will not transfer. In addition, if your child has only been on a waitlist and not yet enrolled in a program through EZChildTrack, you will also need to select "New Parents Open Account".

If you already have an account with EZChildTrack you can simply log into your Parent Portal by choosing "Returning Parents Sign In". There will be a menu of Summer Camp programs available for registration once logged in beginning January 7th.

When creating your account, please be sure that you do not "opt out" of emails through the EZChildTrack system. We will be sending the majority of our communications via EZChildTrack. We don't want you to miss any necessary information!

Once registration is complete, each account will receive an email with login information to their very own Parent Portal. This Parent Portal is a tool for you to use to be sure you are keeping track of all of your child registrations, pertinent information, and payments. Once in your parent portal you will be able to view all programs that your child(ren) are registered for, allowing you to keep track of program dates, make payments, and edit any pertinent information.

When your child participates in programming, the EZChildTrack system allows the Anne Springs Close Greenway to use an electronic check-out process. This check-out process requires you to have a PIN code to check your child out. We are happy to be able to offer this as an extra safety measure to you and your family. To do this you will login, click on "My Account" -> Change PIN code -> input a PIN code for each authorized pick up person on your account. Having a separate pin for each person will allow us to be able to have record of who checked your child out each day.

We hope you find the new registration process easy and the Parent Portal a useful tool for you. If you have any questions, please reach out to Greenway Guest Services at 803.547.4575. We are looking forward to another summer making memories with friends, both new and old, at the Anne Springs Close Greenway!

