

RLAPD
Payment Procedures
Failed Payment Process and Late Fees

Round Lake Area
Park District

All payments are due in advance of any programs or rental/permit service.

PAYMENT PLANS

Payment plans are available for some program and rental services.

NEW! We require a primary and secondary form of payment set-up. We accept checking accounts and all major credit cards. Payments will be auto-drafted on the payment due date. Please see a list of due dates below.

SPECIFIC PROGRAM PAYMENT PLAN DUE DATES

Summer Camp

Automatic payment plans are drafted on the Thursday prior to the next week of scheduled service.

Canceling future service dates require Cancellation/Transfer request forms to be turned in by the Wednesday prior to the scheduled service date being canceled/transferred.

Full Day Preschool

Automatic payment plans are drafted on the Thursday prior to the next week of scheduled service.

Canceling future service dates require change request forms turned in 10 business days prior to scheduled service dates to avoid a \$10 late change fee.

SRSNLC Superstars Summer Camp

Automatic payment plans are drafted 14 days prior to the week of scheduled service.

Dance, Before and After School, Half Day Preschool

Automatic payment plans are drafted 10 business days prior to the month of scheduled service.

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. Supervisors will determine the refund.

Rental fee due dates:

Most rental fees are due 14 days prior to the event date. Please see our payment plan requirements.

Some rental fees are due at time of booking and/or if booking is less than 14 days out, with supervisor permission.

Failed Credit Card Payment

Automated notification email will be sent and a phone call will be attempted the next 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, a notification email will be sent and a phone call will be attempted the next business day.

Changing a Payment Method on Payment Plans

If you should elect to change a payment method, you will need to provide a new "Authorization Form for Automatic Payment Plan", to the Guest Services Department 10 business days prior to the next scheduled payment date. The form can be found on our web site, emailed or picked up at Guest Services.

Scholarships

We use the federal government's Department of Agriculture guidelines for free and reduced lunch to determine the financial need for recreational programs. Scholarships may be awarded for discounted fees for recreational programs.

We use the scholarship process to work with families who might be going through a hardship and need alternative payment plan options to afford recreation programs at the Round Lake Area Park District. We are happy to speak to anyone who has questions about the scholarship options.

Failed Payment Penalties

If a payment was not able to be processed, the payer has 5 days to pay outstanding balances to avoid disruption of service and removal from the activity.

Past due payments can be made from your online account or in person during normal business hours. We will accept over the phone payments on past due accounts only with existing saved credit cards. If a new credit card needs to be attached to your account, this can be done in person or from your online account. However, you will need to contact us to attach your new card to your payment plan.

All outstanding past due balances more than 5 business days will be assessed a \$25 late fee in addition to any other processing fees listed. To avoid late fees contact us within 5 business days to make payment arrangements or seek assistance.

If payment arrangements are not made and your account has an outstanding balance for more than 5 business days, your family account will be suspended. All participants will be cancelled from the affected activity and ineligible to participate. In addition, your 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.