

RLAPD

Payment Options/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 are available for some programs and rental services.

NEW! We require a primary and secondary form of payment setup. 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 DATES

Summer Camp, Before and After School

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

Refunds/Transfers

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.

Full-Day Preschool

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

Tuition Adjustments-Full-day

Full-time participants (enrolled 5 days M - F), will receive ten (10) days of tuition credit to use for vacation or illness within one school year (August to May). All attendance changes must be submitted for approval ten (10) business days.

Part-time participants (2 - 4 days), will not receive a tuition credit due to non-attendance days. If we can accommodate a make-up day, we will. This is based on enrollment within the specific classroom.

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 that we are closed.

Half-Day Preschool and Dance

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 the time of booking and/or if the booking is less than 14 days out, with supervisor permission.

Failed Auto Payment

If a payment was not able to be processed, the payer must contact Guest Services by phone, email or log on to their account 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 your receipt, all participants will be canceled 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.

An 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 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.

Changing a Payment Plan Payment Method

If you should elect to change a payment method, you can log in to your account and change your auto payment from the "My Account" menu or stop by the Guest Service desk.