

# REGISTRATION POLICY

## 🕒 Initial \$5 Registration Fee

A \$5 per person registration fee is required at the time of registration for all camps. The \$5 registration fee is transferable to your balance until March 26.

## 🕒 March 26 \$75 Per Person Deposit

A deposit of \$75 per person is due, online or postmarked, by March 26 and is non-refundable and non-transferable. Failure to pay the deposit by March 26 will result in a loss of the \$5 registration fee.

## 🕒 Final Payment Deadline

Final balance is due online or postmarked two weeks before your camp session begins.

## FREQUENTLY ASKED QUESTIONS

### Do you charge late fees?

Groups submitting or postmarking their final payment after their two week deadline will incur a late fee of \$100 or 3% of their outstanding balance, whichever is greater. Outstanding balances will incur a finance charge of 1.5% per month late in addition to the late fees as of the Final Payment Deadline.

### Do you give refunds?

The \$5 registration fee is non-refundable but transferable until March 26. After March 26, it is both non-refundable and non-transferable.

The \$75 per person deposit is non-refundable and non-transferable after March 26.

If the final balance is paid before your two-week Final Payment Deadline AND the participant drops before the deadline, Crossings will refund the amount paid, minus the \$75 deposit and \$5 registration fee. The refund will be issued to the original payer via the original payment method.

After the Final Payment Deadline has passed, the money is non-refundable and you are held responsible to pay in full for the number of participants Crossings has on file for your group.

Exception to policy – If a participant cannot attend camp due to COVID isolation or quarantine, we will allow payments toward that registration to be transferred or refunded less a \$20 cancellation fee (this covers our technology fee/t-shirt/booklet/etc).

## STILL CONFUSED? LET US TAKE THE HASSLE AWAY!

You are always welcome to call us for help. We want your preparation for camp to be hassle free! We'd be glad to walk you through the registration process or payment process. We are available by phone (502-491-7000) Monday-Friday from 9am-5pm or you may email us at [info@gocrossings.org](mailto:info@gocrossings.org).

## DROP/ADD SCENARIOS

### Before March 26

#### Scenario 1

**Drop #'s — It is before March 26 and I've paid my \$5 registration fees, but I need to drop my numbers before I pay my \$75 per person deposit.**

No problem! The \$5 registration fee is transferable. Please call us before March 26 to make these changes.

#### Scenario 2

**Add #'s — It is before March 26 and I need to increase my numbers.**

- Call us!
- These additional spots will require a \$5 registration fee, which is non-refundable but transferable.
- Remember to pay the \$75 per person deposit for each additional spot added by March 26.

### After March 26

#### Scenario 3

**I Forgot to Pay! — It is after March 26 and I have not paid my \$75 per person deposit.**

You still need to pay \$75 per person immediately to guarantee your spots.

#### Scenario 4

**Drop #'s — It is after March 26, I have paid my \$75 per person deposit, and I need to drop my numbers.**

No problem! Please call us to make this adjustment. NOTE: The \$5 registration fee and \$75 per person deposit are non-refundable and non-transferable.

#### Scenario 5

**Add #'s — It is after March 26 and I need to increase my numbers.**

- Login to your Group Leader Dashboard.
- Click Register Online.
- Proceed through the steps as normal, only indicating additional spots needed.
- After March 26, any additional spots will require \$80 per spot (\$5 registration fee + \$75 per person deposit).

Revised January 7, 2021

|                             | <b>BEFORE<br/>MARCH 26</b>  | <b>MARCH 26 -<br/>FINAL<br/>PAYMENT<br/>DEADLINE</b> | <b>AFTER FINAL<br/>PAYMENT<br/>DEADLINE*</b>     |
|-----------------------------|---|--|--|
| <b>REGISTRATION<br/>FEE</b> | <b>Transferable</b>   | <b>Non-transferable</b>                              |  |
|                             | <b>Non-refundable</b>   |  |  |
| <b>\$75 PER PERSON</b>      | <b>Transferable &amp;<br/>non-refundable</b>                        | <b>Non-transferable &amp; non-refundable</b>         |  |
| <b>FINAL PAYMENT</b>        | <b>Refundable minus the<br/>\$75 deposit + \$5 registration fee</b> |  | <b>Non-transferable &amp;<br/>non-refundable</b> |

\*The Final Payment Deadline is two weeks before your camp session begins.

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