

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 February 28.

🕒 February 28 \$75 Per Person Deposit

A deposit of \$75 per person is due, online or postmarked, by February 28 and is non-refundable and non-transferable. Failure to pay the deposit by February 28 will result in a loss of the \$5 reg. 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 February 28. After February 28, it is both non-refundable and non-transferable.

The \$75 per person deposit is non-refundable and non-transferable after February 28.

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 payor 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.

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.

DROP/ADD SCENARIOS

Before February 28

Scenario 1

Drop #'s — It is before February 28 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 February 28 to make these changes.

Scenario 2

Add #'s — It is before February 28 and I need to increase my numbers.

- Call us! You can reach our guest relations team at (502) 491-7000.
- 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 February 28.

After February 28

Scenario 3

I Forgot to Pay! — It is after February 28 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 February 28, 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 February 28 and I need to increase my numbers.

- Call us! You can reach our guest relations team at (502) 491-7000.
- After February 28, any additional spots will require \$80 per spot (\$5 registration fee + \$75 per person deposit).

Revised May 11, 2021

	BEFORE FEBRUARY 28	FEBRUARY 28- FINAL PAYMENT DEADLINE*	AFTER FINAL PAYMENT DEADLINE*
REGISTRATION FEE	Transferable	Non-transferable	
	Non-refundable		
\$75 PER PERSON	Transferable & non-refundable	Non-transferable & non-refundable	
FINAL PAYMENT	Refundable minus the \$75 deposit + \$5 registration fee		Non-transferable & non-refundable

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