

YMCA BC Licensed Day Camps: Registration Information for Lower Mainland and Fraser Valley Programs

Frequently Asked Questions

Thank you for your interest in YMCA BC Day Camps. Our programs are quickly expanding across the province, and as such we have a dedicated Registration Team to support the needs of families. Our goal is to continue expanding our registration support as we continue to grow. Thank you for your ongoing patience as we improve our systems.

Please take a moment to review our Frequently Asked Questions regarding licensed day camp registration for our Lower Mainland and Fraser Valley programs. Please note, YMCA BC reserves the right to make changes at any time.

Where can I find a list of day camp locations?

Please visit our Day Camps page seasonally for information about locations, hours and fees. <https://www.gv.ymca.ca/day-camps>

When does registration open?

Please visit our Day Camps page seasonally for information about our registration opening dates. These are subject to change from year to year. <https://www.gv.ymca.ca/day-camps>

How do I register for day camps?

Registration is available online at myymca.ca. If you have already created an account, please use the email address associated with your log in to sign in.

To ensure a smooth registration process, we invite all new families to create an account prior to registration opening, as spaces fill up quickly.

Registration is offered a on first come, first served basis.

Is registration for day camps offered weekly or monthly?

Registration for day camps is offered on a weekly basis. Weekly enrollment is offered at 5 days per week, only. Program fees will be prorated for any week that includes a statutory holiday, as the program will be closed on those days.

My child attends a YMCA Kids Club (before and after school) program during the school year. Do I need to register for day camp?

Yes! Even if your child is currently enrolled in a YMCA BC before and after school (YMCA Kids Club) program registration for day camp is required as this is a separate program.

My child attends a YMCA BC Kids Club (before and after school) program during the school year. Will I have priority for day camp registration?

To ensure equal access to quality child care within the community, registration for day camps within the Lower Mainland and Fraser Valley is offered on a first come, first served basis. This includes any day camps that operate at YMCA Kids Club locations that are part of the Province's \$10-a-Day child care initiative.

The program is full, is there a waitlist?

To provide a consistent registration process, we offer day camp spots on a first-come, first-served basis and do not maintain waitlists once a program is full. We encourage families to check our online registration portal regularly, as spots may reopen if there are cancellations.

I am an adoptive and/or foster parent, and the child's date of birth is unknown. How am I able to register if this is a required field?

We welcome all families. Please contact us directly at camps@bc.ymca.ca or 604-939-9622 and we would be happy to provide support.

When are Day Camp fees due?

Payments are due at the time of registration. If you are eligible for additional subsidies such as the Affordable Child Care Benefit (ACCB), the Métis Child Care Benefit (MCCB) or any other 3rd party funding arrangements these will be applied retroactively to your child care account and a refund will be issued back onto your original method of payment.

Is there a Deposit? When do I pay it? How much is it?

All families pay a \$25.00 per child/per week deposit which is included in the weekly rate. Deposits are paid at the time of registration. Should you decide later to cancel, the \$25.00 deposit is non-refundable (per week/per child).

Can I transfer my child to another day camp location?

Yes! Families within this region may transfer to another day camp location if space is available.

To transfer your child's day camp experience to another location, we ask for a minimum of two weeks' notice prior to the start of the registered session you are leaving. All transfer requests received within two weeks of the start of the day camp session are non-transferrable and non-refundable.

To transfer to another day camp online:

- Log into your myymca.ca account
- Go to '**Payment and Order Management**'
- Click '**Transaction and Payment History**' and look for your enrollments
- Use the buttons provided to transfer.

What is the cancellation policy?

We understand that plans may change, and you may need to cancel. To cancel your child's day camp experience, we ask for a minimum of two weeks' notice prior to the start of your registered camp session.

Families who are within the notice period will receive a refund, less \$25.00 (per week, per child).

All cancellations requests received within two weeks of the start of the camp session are non-refundable and non-transferrable.

To cancel your day camp experience online:

- Log into your myymca.ca account
- Go to '**Payment and Order Management**'
- Click on '**Transaction and Payment History**' and look for your enrollments
- Use the buttons provided to withdraw

How do I add a credit card onto my account?

Families are welcome to update their payment information at any time.

To add a credit card to your account:

- Log into your myymca.ca account
- Go to **'Payment and Order Management'**
- Click on **'Saved Credit Cards/Electronic Cheques'**
- Follow the instructions to add a new credit card

Where can I find my receipts?

Families may access receipts through their account

To find your day camp receipts:

- Log into your myymca.ca account
- Go to **'Transaction and Payment History'**
- Under **'Search Criteria'** enter your preferred date range
- Click **'Apply'**

Where can I find my child's registration schedule?

Families can find a list of which day camps their child is registered for on their account.

To view your child's schedule:

- Log into your myymca.ca account
- On the right under **'XXXXX's Family'**
- Click **'View Family Members schedule'**
- Under **'Family Members'** ensure your child's name is clicked
- View the calendar by week or month and scroll to your preferred dates

What is ePACT?

ePACT is a secure third-party organization that YMCA BC uses to collect important registration information for your child such as medical information, authorized pick-up names, etc. All families must complete their child's ePACT forms before they can be signed

into the program. If your child is currently attending a before and after school (YMCA Kids Club) program you will not be required to resubmit your forms.

What is the Child Care Fee Reduction Initiative (CCFRI)?

The Child Care Fee Reduction Initiative (CCFRI) is a Provincial Government program that helps reduce child care fees.

The CCFRI discount is based on the age of the child and their enrollment type. CCFRI discounts are applied automatically at the time of registration, and no action is required by the families. CCFRI discounts are not applicable at \$10-a-Day programs across the regions.

For more information regarding CCFRI, please [click here](#).

My day camp fees will be paid by another 3rd Party. How do I set this up?

If you are working with a 3rd party payer, please contact us directly for assistance, once your child has been registered.

Families cannot make these updates through their YMCA account. YMCA BC does not engage in disputes regarding custody agreements, and all 3rd party payers must provide a method of payment and complete a waiver to be set up as a payer. The primary account holder (the person who accepts the space) is responsible for ensuring all funding has been set up accordingly. Spaces will not be held if payment is not received at the time of registration.

How do I apply for the Affordable Child Care Benefit (ACCB)?

Once your child is formally registered, we are happy to support you with your Affordable Child Care Benefit Application. Please get in touch with us directly for support.

For more information about the Affordable Child Care Benefit, please [click here](#).

Are all YMCA BC Child Care programs participating in the \$10-a-Day program?

There are many child care locations that are participating in this program. However, not all programs are opted in. YMCA BC makes every effort to apply each time there is an opportunity to do so.

For more information regarding \$10-a-Day programs in BC, including which locations are opted in, please [click here](#).

Are there any other resources I can look at? I am interested in before and after school and/or early years child care.

Yes. If you would like more information about our other child care programs to determine if we are a good match for your family, we invite you to visit us online at <https://www.gv.ymca.ca/child-care> and read our Family Handbooks [online](#).

Contact Us!

Please connect with us in the Lower Mainland and Fraser Valley at camps@bc.ymca.ca

Administrative offices are open Monday to Friday from 9:00am to 3:00pm (excluding holidays)

Thank you for your interest in YMCA BC Day Camps. We look forward to welcoming your family into the YMCA BC community and providing your child(ren) with quality child care experiences.