



2 East Main St.  
Arcade, NY 14009  
585.492.2530  
www.hopearcade.org

## Hope Day Camp Communication & Payment Information

1. **DOWNLOAD THE BRIGHTWHEEL APP** Our parent communication and registration system is all through Brightwheel. To get your invoice and receive all Day Camp registration details and announcements, you will need to download the app and make sure it is set to receive all notifications.
2. **PAYMENT:** ALL campers will be billed according to the weeks of camp they registered for on Brightwheel. During registration you will pick how you want to pay – one bill for the summer or a weekly bill. PLEASE check your invoices to make sure your intended weeks are correct.
3. **Payment Options:** Invoices will be sent at least 15 days prior to due date (see below).
  - Credit (fee added), debit and FSA cards are all accepted through Brightwheel
  - Cash and Check is also accepted prior to camp. Our office is open Monday-Friday from 8:30am-1pm daily for these in person payments. You can also mail a check to 2 East Main St, Arcade, NY 14009.
4. **Due Dates:** Deadlines for payments are as followed:
  - Week 1 (July 6-9) payment due- June 29
  - Week 2 (July 13-16) payment due-- July 6
  - Week 3 (July 20-23) payment due-- July 13
  - Week 4 (July 27-30) payment due-- July 20
  - Week 5 (August 3-6) payment due-- July 27
  - Week 6 (August 10-13) payment due- August 3
5. **Additional Charges:**
  - **Before (\$5/day) and After Care (\$5/day):** You will receive a questionnaire weekly to sign up for before and after care so we can anticipate staffing needed.
  - **Late Fee:** \$10 late fee applied 5 days after tuition due date
  - **Cancellation Fee:** We plan our staffing based on camper registration. Any cancellations after July 1 will result in a \$25 cancellation fee covering administrative costs to offset the impact of last-minute changes.
  - **Late Pick-Up Fees:** Late pick-up charges will be added to your child's account for pick-up after the closing time of camp to cover staff costs to stay after closing time.
  - **Partial Weeks-** We are unable to accommodate partial week attendance prices; the price is set for each week based on four days of attendance
4. **COMMUNICATION- what to expect**
  - On the Wednesday before each week of Camp, you will get a Brightwheel notification about what to expect that week, what to bring, breakfast and lunch menus, etc.
  - Daily messages/reminders can also be expected through Brightwheel.
  - If you have questions, or need to message our Leadership Team, you can do so right through the app by messaging the Admins.