



## Frequently Asked Questions – Day Camps (Lower Mainland and Fraser Valley)

### **Q: Where do Day Camps run? How much?**

**A:** Please head to our information page for location & pricing:

<https://www.gv.ymca.ca/day-camps-information>

### **Q: Where can I register for camps?**

**A:** Head to our registration website [myymca.ca](http://myymca.ca). If you have already created an account, please use the email address associated with your account.

### **Q: What is the cancellation policy?**

**A:** To cancel your child's camp experience, you can do so online through "My Account" at [myymca.ca](http://myymca.ca) or by email to [camps@bc.ymca.ca](mailto:camps@bc.ymca.ca). A cancellation request received at least two weeks prior to the start of your registered camp session(s) is subject to a refund, less \$25 (per week/per child). A cancellation request received within two weeks of the start of your registered camp session(s) is non-refundable and non-transferable.

### **Q: How do I withdraw from my registered session(s) online?**

**A:** Log into your account at [myymca.ca](http://myymca.ca) → Go to "Payment and Order Management" → Click on "Transaction and Payment History" → Look for your enrollments → Use the buttons provided to Withdraw as necessary → Make sure to change "To Account" to the credit card on file.

### **Q: How do I transfer to a different session online?**

**A:** Log into your account at [myymca.ca](http://myymca.ca) → Go to "Payment and Order Management" → Click on "Transaction and Payment History" → Look for your enrollments → Use the buttons provided to Transfer. You will only be able to transfer if space is available at the interested site.

**Q: How do I add a credit card onto my account?**

**A:** Log into your account at [myymca.ca](http://myymca.ca) → Navigate to "Payment and Order Management." → Click on "Saved Credit Cards/Electronic Cheques." → Follow the instructions to "Add a new credit card."

**Q: How to I find my registration receipts?**

**A:** Log onto [myymca.ca](http://myymca.ca) → Click on "Transactions and Payment History." → Under "Search Criteria," change the date range to the appropriate date i.e. January 1, 2023, to December 1, 2023 → Click "Apply."

**Q: I received an email from ePACT. Is this a phishing scam?**

**A:** No, ePACT is the secure third party organization that the YMCA uses to collect emergency information.

**Q: Do you have subsidies for camp?**

**A:** The YMCA operates our programs from licensed care facilities, which are eligible for the Accredited Childcare Benefit (ACCB). Families can apply for this benefit through the Ministry of Children and Family Development (Information can be found [HERE](#)). Additionally, we offer [YMCA Financial Assistance](#) for those who need further support.

**Q: Where can I find my child's schedule?**

**A:** Log into your account at [myymca.ca](http://myymca.ca) → On the right under "XXXX's Family" → View Family Members Schedule → Confirm under "Family Members" your child(ren) are clicked → view the calendar by Week or Month → scroll to the appropriate dates.

**Q: Where can I find the contact number for my child's day camp program?**

**A:** The contact number for each day camp program can be found in the Welcome to Camp Guide. To access the guide for each location, click on the following link (<https://www.gv.ymca.ca/day-camps-information>) and the click on your child's program location.