



## Finance Questions

1. **How does billing work?** Statements are sent every other week. When you receive your statement, it will reflect the previous two weeks of services.
2. **When will I receive my first invoice?** You will receive your first invoice approximately 2 to 3 weeks after the program start date. All invoices reflect the previous two weeks of services.
3. **How do I pay my invoice?** Families may pay their bill online, auto pay, by phone, by mail, or in person at Boys & Girls Clubs of the Red River Valley.
4. **When are payments due?** Payments are due every other week, and each statement should be paid in full prior to the next statement received.
5. **Are you able to accommodate special billing circumstances?** Yes, we will work with you to best accommodate your requests. Our billing program is able to divide accounts based on various percentages such as 50/50, 60/40, 75/25, etc.
6. **What do I do if I am on ND Child Care Assistance?** Please contact the Billing Coordinator at [billing@bgcrrv.org](mailto:billing@bgcrrv.org) to ensure everything is set up correctly on the account. Families must complete the *Cass County Child Care Assistance Form* and bring the completed form to Boys & Girls Clubs of the Red River Valley. Once we receive the completed form, we will verify the form and send it to the case worker.
7. **Is Financial Assistance available?** Yes, financial assistance is available at any time, and last during that registration period. We have a Sliding Scale Fee structure, along with our Great Futures Fund. Assistance does not automatically roll over into the next quarter, so families must reapply with each registration.
8. **What is the 3-business day notice?** Flexible scheduling is an excellent way to save money on days when your child does not attend. However, in order to ensure licensing requirements and ratios are met, we must know about scheduling changes 3-business days in advance.
9. **Why am I seeing two charges on the same date for my child?** With our flexible scheduling, you will pay a lower daily rate if your child is picked-up by 4:30pm. If your child is not picked-up until later in the day, the supplemental rate will also apply.
10. **How do I get reimbursed on a flex account?** Simply complete the form and scan, email, or fax it to our Billing Coordinator at [billing@bgcrrv.org](mailto:billing@bgcrrv.org). Once the information is verified and completed, we will return it back to you.
11. **When will I receive my tax statement?** Tax statements are processed in January each year for the prior year's expenses. Tax statements should be received from us by January 31.
12. **What is the tax I.D. number?** The tax I.D. number is 45-0316132.

## Program Questions

1. **When do you open and close?** Youth Centers and elementary school sites open at 6:45am and close at 6:00pm. The CLUB Teen Center at Midtown opens after school and closes at 7:30pm.
2. **How much does it cost?** Please see the Boys & Girls Clubs of the Red River Valley *Forms & Registration* website page for updated rates.
3. **What do I do if my child is sick?** If you let us know at [schedule@bgcrrv.org](mailto:schedule@bgcrrv.org) about the illness by 2:00pm during the school year, and by 10:00am during the summer, you will not be charged for that day.



## Program Questions - Continued

4. **What do I do if there is no school?** We offer All Day Programming on school-out days. Families can register one month prior to the school-out day. Space is limited and children are not automatically signed-up.
5. **What if I need someone else to pick-up my child?** You will need to complete an *Authorized Pick-Up Form*, which allows us permission to release care of your child to someone else.
6. **Do I have to complete the entire registration form?** Yes, as a licensing requirement, families are expected to complete the entire registration form.
7. **Do I have to register for each program separately?** Yes, registration for the school year program begins in June (moving back to April in 2023), and registration for the summer program begins in March. Registration is taken until sites are full. Wait lists are available.
8. **What should I do if my child is involved in an after-school activity?** If your child will attend an after-school activity, please complete an *Extra Curricular Activity Form* and return it to the Boys & Girls Clubs of the Red River Valley by email, fax, mail, or in person.
9. **What if my child isn't scheduled, but I need care?** You can schedule your child as a drop-in/unscheduled services. However, the drop-in fee for unscheduled services will apply.