



Update Your Draft Payment Method

Log into your account here: [YMCA Account](#)

- Once logged in click the "Unpaid" tab.
- Select the "All" option or the **specific weeks** that need updating. Click the "Pay / Schedule" button and select the option to "Later" if it isn't already.
- Ensure "Select the Schedule Type" is set to "On the Due Date" from the dropdown menu).
- Click the blue arrow to continue.

- For the payment method, choose **Credit Card**, enter your new card details, and check "Save this card for future use".
- Click "Continue", then "Submit".

Important Notes:

- This does not charge your card immediately; it updates and saves the payment method for future drafts.
- To remove previously saved payment methods, contact your Customer Support Representative (details below).

Add Additional Pick-up/Emergency Contacts

- Log into your YMCA account and click the "Account" tab.
- Under your child's profile, click "Authorized Pickups".
- Click the blue "Add" button and enter the person's full name, birthday, and phone number.
- Once completed, email your designated Customer Support Representative (listed below) to notify them of the update. This ensures updated forms are sent to your child's Summer Camp site.

Important Notes:

- Individuals aged 13-18 require an authorized affidavit form (provided by the Program Director) and a photo ID to verify their status on the authorized pick-up list.

Alaris Check In/Out Info

Stay connected with push notifications, emergency alerts, reminders, and real-time updates, including photos of program activities! Use the app to check your child(ren) out of the program with a PIN/QR code linked to your phone through the app! Click [here](#) for the step-by-step guide to download the app now.

Don't want the app?

No problem! Any authorized pick-up person can receive their unique PIN by Camp Staff at drop-off/pick-up.

Pull an Invoice/Tax Statement

Log into your YMCA account and go to the "Invoice" tab.

Next to the weekly payment record, click the blue printer icon, then select "Email Invoice" or "Print" to save or print the document as a PDF.

For multiple weeks or a full season/year:

- Scroll to the bottom of the Invoice page.
- Set the date range (default: 2025 calendar year).
- Click "Print" to print or save as a PDF, or "Email" to send it to yourself.

The tax ID number (75-0800696) is at the bottom of the invoice.

Submit a Cancellation

To Cancel, you must submit a [YMCA Cancellation](#) or visit our website: www.ymcadallas.org/summer and find the link under the "Summer Camp General Information" section.

If you are cancelling multiple weeks, you only need to submit one cancellation. Please list dates in "Session Cancel Date(s)" field.

Once we process your cancellation, we will send you a confirmation email that the changes have been made within the account.

***To avoid being charged the \$50 cancellation fee, a two weeks' written notice of cancellation must be received utilizing our cancellation link. After the start of the camper week, without attendance, the cancellation fee is 50% of camper week cost.**

Contact Info

Childcare Customer Support Representatives

Francisco Enriquez: fenriquez@ymcadallas.org or 469-902-9580
Carrollton-Farmers Branch, Coppell, Flower Mound, Richardson & SLAs

Austin Reyes: areyes@ymcadallas.org or 469-361-3968
Allen, Anna, Frisco (all locations), Plano, Rockwall, and Royse City

Laura Ortiz: lortiz@ymcadallas.org or 469-722-7329
Dallas (all locations), Grand Prairie, Irving, Midlothian, and Waxahachie

Senior Director of Business Services: Tirzah Anderson –
Tirzah.anderson@ymcadallas.org

For billing concerns or issues contact:
ResourceOperationCenter@ymcadallas.org