

1. **Can my student register themselves?**
  - a. No. A best practice is to have the student and parent register together.
2. **Advisor Specific: My school or my YMCA pays for my conference fees?**
  - a. You have two options. First, you can enter your personal credit card and pay the deposit and full amount then seek reimbursement from your school/YMCA. Second, you can enter your personal credit card to pay the deposit of \$25.00 then contact Customer Service and change the credit card number to the YMCA's corporate card OR your school's corporate card. You will want to do this two weeks prior to the first draft.
3. **What is the Customer Service Contact Information?**
  - a. Email – [customerservice@ymcatriangle.org](mailto:customerservice@ymcatriangle.org) or Phone – 919-719-9989
4. **What if I have a student receiving financial assistance through the YMCA?**
  - a. The parent(s) register the student online and the YMCA Director will contact Customer Service for additional instructions.
5. **What if we are fundraising at school, how do I apply those dollars?**
  - a. The money collected from the event would go directly to the student/parent. The YMCA of the Triangle can't modify pricing of Conference and participants will pay the full amount to the YMCA of the Triangle.
6. **What do parents need to register their student for Conference?**
  - a. All regular registration information like name, birthday, special conditions, emergency contact, etc.
  - b. Primary Care Provider Information
  - c. Payment method
  - d. The student's delegation/club name.
  - e. The student's email and mobile phone.
  - f. The students t-shirt size
  - g. What role the student want to be at Conference.
  - h. If applicable,
    - i. Roommate Request
    - ii. If their student is going to run for office.
7. **What if I need to cancel or update my registration?**
  - a. Please contact Customer Service.
8. **What is the cancelation Policy?**

**Refund Schedule:**

  - 9/11-12/3 minus \$25 processing fee
  - 12/4-12/8 50% cancellation fee
  - 12/9-1/11 75% cancellation fee
  - 1/12 100% cancellation fee
9. **What is the payment schedule?**

**Draft Schedule**

  - Initial fee \$25
  - December 17 (\$232.00)
  - January 17 (\$232.00)
10. **What is the Registration Schedule:**
  - 9/18 -12/3 | Open Registration Period
  - 12/4-12/11 | Late Registration additional \$25.00 late fee.
  - 12/12 Registration Closed