

VOLUNTEERS OF AMERICA WESTERN WASHINGTON OLD FRIENDS CLUB

Payment Policies Agreement

2026 Old Friends Club Monthly Fee: \$800.00

Volunteers of America (VOA) Old Friends Club (Club) (Please initial)

Initial	
	Credit Card Authorization Form: I understand that VOA only accepts Credit Card as a form of payment for Club participation and Caregivers must submit a Credit Card Authorization Form and have an active credit card on file.
	Billing Schedule Billing to occur on 15th of month prior to the following month. If the 15 th falls on a weekend or holiday, billing will occur on the next business day.
	Consistent Monthly Fee: I understand that VOA charges a consistent monthly fee that does not adjust based on the number of program days offered within each month.
	Minimum 3-Month Commitment: I understand that, by enrolling my Member in to the Club, I commit to a minimum of three months of payments, regardless of my Member's attendance.
	Prohibiting Stopping & Restarting Program: VOA does not permit Club Members to start and stop participating in the program, then enroll again. In the event that a Member withdraws from the Club and stops payment according to the terms of this policy, then becomes interested in enrolling again, VOA staff will prioritize other potential Members for participation.
	No Roll Over Policy: I understand that if my Club Member does not attend on any day(s) during one month, VOA does not roll over, or provide credit, for that Member to attend days in following month(s).
	Prorating Policy: I understand that VOA may choose to prorate the cost of the first month of my Member's participation. VOA will not prorate other months, including if my Member discontinues participation before a full month has finished.
	Late Pick-Up Penalty: VOA staff operate with a grace period for pick-up, defined as within 10 minutes from the end time of the program. In the event that a Caregiver arrives for pick-up more than 10 minutes after the program ends, the Caregiver will receive warnings. After the 2 nd warning, the Caregiver will be charged \$100.00 each time they arrive more than 10 minutes late to pick up their Member from the program. If late pick-up becomes a persistent concern, VOA staff may discharge Member from the program.
	Cancellation of Participation: VOA requests two weeks' notice for withdrawal from the Club. Cancellation of a Member's participation must occur in writing to VOA OFC Coordinator (email is acceptable). If cancellation occurs on or before the last business day prior to the 15 th of the month, VOA staff will not bill Member for following month. If cancellation occurs between the 15 th -31 st of the month, VOA staff will bill Member 50% of the fee for the following month.
	Discharge of Participant: I understand that VOA may terminate my Member's participation in OFC if staff deem them no longer eligible to participate. Caregiver is responsible for full payment for month

	in which discharge occurs. If discharge occurs on or before the last business day prior to the 15 th of the month, VOA staff will cease billing Member. If discharge occurs between the 15 th -31 st of the month, VOA staff will bill Member 50% of the fee for the following month.
	Old Friends Club Fee Changes: I understand that VOA reserves the right to adjust fees. VOA will provide a minimum of 30 days notice to Caregivers in the event of fee changes.
	Damages: I understand that I am responsible for paying for any damages caused by my Member during their activities within the Club, within five business days of being notified in writing of expense(s).
	Failure to Pay: I understand that failure to fulfill the terms of this Agreement or failure to pay for a month will result in my Member's participation in the Club ending.

Printed Name:	Signature:	Date:
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