



# FREQUENTLY ASKED CAMP QUESTIONS

## What is your refund policy?

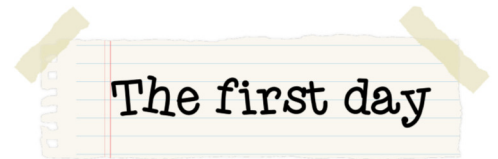
The most liberal in the Camp industry. We will never keep a penny of your money for something you have not done. Switch weeks ...no charge. Bring extra bags ...no charge. Just like Southwest Airlines.

## If I sign up for a session and drop a week, do I still get the session rate?

No. A session is a session. A week is a week. And never shall the twain be confused.

## Where do I go the first day?

We will have signs with directions, balloons, and friendly people to show you the way! Click on our "Surviving Camp" series for what to bring and other fun information.



## Is there room for my child in Camp?

If a session or week is filled it will be posted on the website and indicated on one of the first windows during registration. If you can register for it ...it's open.



## How do I sign up and pay for PreCamp and After Camp?

Do nothing now. You will sign up for Pre and After Camp when you check your child in on the first day. Payment is separate from "real" Camp (9am-2pm). We keep attendance and bill your "CAMP ACCOUNT" weekly.

PRECAMP hours from 7:30 -9:00am. Cost = \$6.00  
AFTERCAMP hours from 2:00 - 5:30pm. Cost = \$12.00  
Click here for a step by step guide.  
"Guide to PreCamp/AfterCamp".



## When is my account balance due?

Your Camp balance is due on the first day of your participation. You will be billed automatically through your "online account" on your first day of Camp. You are welcome to make payments prior to that through your "online account".



## What do I bring on the first day?

Dress for sports!

- Tennis shoes or equivalent sport shoes! (no sandals, boots, skater shoes, or any shoes that will leave marks)
- Sunscreen
- Hat
- Swimsuit
- Towel.
- Water bottle
- Backpack
- Soccer Campers will need an age appropriate ball, cleats and shin guards.

LABEL EVERYTHING with your name and phone number!

Click on our "Surviving Camp" series for what to bring and other fun information.

## What NOT to bring to Camp?

If it has value ...don't bring it. Money ...bring only what you need for the day. Electronics ...if you bring it, you could lose it. We are not responsible for lost items.



## How can I sign up for more weeks?

Easy! Go to any Camp registration window and sign in as a returning Camper. If you need to change or delete weeks you will need to contact us by email or call.

## What if my preferred Camp is full?

Choose an alternate Camp. For example a Pee Wee could choose Pee Wee Soccer. An All Sport camper could choose tennis Camp as an alternative.

## Can I pay for Camp with my member account?

No. Registration is "online" only! Pay for your Camp with a credit card ...get the points and take the fam to Hawaii.

## How can I get a receipt from last year?

Instant access! Last year's information is available through your "online account". Get a receipt and the Tax ID number. Make peace with your accountant!

- Click>> Registration any "Register For Camp" link .
- Click>> Online Account
- Click>> Statement Tab
- Click>> View Full Account History
- Click>> Printable Statement



## Can I "walk in" unregistered?

Only if you enjoy long lines and waiting for a computer terminal to open so you can Register online in a crowded room. Also, Camp could be filled. It would be much easier to register from the comfort and convenience of your home.