



2019 Summer Kamp Policies

Savings Opportunities:

- All savings apply to both Day Kamp and Sleep-Over Kamp program registrations.
- Early Bird Savings: applies only to kamp registrations paid in full by the annual deadline.
 - The deadline for 2019 is Saturday, May 4th.
 - Can be combined with ONE additional savings (multiple session, multiple sibling, bring a NEW friend)
 - Parents/guardians must request early bird savings on the *Savings Form* during the online registration process in Campwise. Vanderkamp will verify eligibility and apply savings if approved.
- Multiple Sessions: Kamper must be enrolled for a minimum of two kamp programs or two sessions of same program during a season.
 - Savings applies to EACH kamper registration during the same season—the more programs and sessions, the greater the savings!
 - Can only be combined with Early Bird Savings
 - If additional sessions are cancelled (by parent/guardian or for failure to pay full registration balance owed), multiple-sessions savings is revoked, and parents/guardians are responsible for paying the difference in kamper registration fee.
 - Parents/guardians must request multiple-session savings on the *Savings Form* during the online registration process in Campwise. Vanderkamp will verify eligibility and apply savings if approved.
- Multiple Siblings: Applies to two or more siblings residing in the same household, each registered for kamp programs during the same season.
 - Savings applies to EACH kamper registration within the same season.
 - Sibling registrations can be for different programs during the same season. They need not attend together.
 - If sibling/s registration/s are cancelled (by parent/guardian or for failure to pay full registration balance owed), multiple-siblings discount is revoked, and parents/guardians are responsible for paying the difference in kamper registration fee.
 - Can only be combined with Early Bird Savings
 - Parents/guardians must request multiple-session savings on the *Savings Form* during the online registration process in Campwise. Vanderkamp will verify eligibility and apply savings if approved.
 - Provide First and Last Name of Sibling to facilitate verification.
- Bring a NEW Friend: applies only to Vanderkampers (any youth who attended a kamp program in the past) who attends with a friend that has never attended a kamp program at Vanderkamp before.
 - Savings applies to EACH kamper registration.
 - Vanderkampers can bring more than one new friend but savings applies to that Vanderkamper only once. Each new friend would be entitled to the discount.
 - Must attend the same program r session.
 - Can be combined with Early Bird Savings.
 - Parents/guardians must request bring a NEW friend savings on the *Savings Form* during the online registration process in Campwise. Vanderkamp will verify eligibility and apply savings if approved.
 - Provide First and Last Name of NEW friend/s to facilitate verification.

Kampership Policies:

- At this time, Kamperships are only available for Sleep-Over Kamp Programs and Sessions.



- We believe that all youth benefit tremendously from their summer kamp experiences at Vanderkamp. Therefore, no youth is ever denied the opportunity to attend kamp due to an inability to pay... and no family must bear the indignity of proving their need.
- Our ability to provide financial assistance for more than one kamp program or session per season is limited by our available Kampership funds. We are often able to accommodate these requests but cannot guarantee we will be able to do so. Sorry. We will do our best!
- Vanderkamp's Kampership Program is designed to supplement family and church contributions. We believe it is important for parents/guardians to invest in sending their youth to kamp so only partial kamperships are granted. Likewise, if you are a member or attend a church regularly, please speak with them as they are often able to provide some sponsorship to assist youth attending a Christian summer program. They too see this as a valuable experience for youth!
- Parents/Guardians must request kampership financial assistance on the *Kampership Request Form* during online registration in Campwise.
 - Indicate how much you feel your family can afford to invest in sending your child to kamp.
 - Indicate how much your church has agreed to contribute to your child's kamp registration. Please be sure to provide contact information so we may follow-up with them directly if there are any questions or delays.
 - Then let us know what help you need from Vanderkamp... and it is done. Yes, it is that easy! If in the rare instance we are unable to accommodate your request, we will let you know (e.g., requests late in the season). In this case no news really is good news!

Payment Policies

- Vanderkamp accepts kamper registration payments by cash, check, and major credit cards (Mastercard, VISA, AmEx)
 - Non-refundable Deposit: This is required to enroll youth in a kamp program or session. The deposit amounts for 2019 are:
 - \$75 for Day Kamp
 - \$125 for all Uniquely Vanderkamp Programs (Ninja Warrior, Free to Be You and Me, Adventures in Middle Earth)
 - \$125 for Ridiculous and Outrageous
 - \$225 for Boomerang
 - \$75 for Sneak a Peek
 - \$195 for CIT
 - \$85 for Teen Mission Week
 - Kamper Registration Fees must be paid in full (less any approved discounts or Kampership assistance), including church contributions, 2 weeks prior to the kamper's scheduled arrival. This applies to Day Kamp and Sleep-Over Kamp program registrations.
 - Vanderkamp's EIN number is available upon request if needed for income tax childcare credit.
- Enrolled versus Registered
 - Enrolled: This means you signed your child up for a summer kamp program/session and paid the required deposit, but your child's spot is not actually reserved YET. Online registration must be fully completed including required forms, and full payment (less any requested discounts and/or kamperships) must be received.
 - Note: Campwise, our online registration software, will not let you proceed to make a payment until all necessary registration forms have been completed.
 - Registered: This means your child's spot in the requested kamp program or session is secured! You have completed all registration forms and payment has been made in full.



- Note: If you submitted a request for savings or Kampership assistance, your child's status will not be updated to registered in Campwise until we have added them to your child's account. Please do not worry. We get very busy this time of year, as you can imagine. We're keeping an eye on payment statuses and will be in touch if we see that there is a parent/guardian or church contribution outstanding.
- Parents/Guardians may request a payment plan to make registering your child for kamp easier. Full payment (less approved discounts and kamperships) is still required no later than 2 weeks prior to kamper's scheduled arrival. Currently, we can set up these scheduled payment plans in Campwise for you:
 - Monthly payments
 - Bi-Weekly payments
 - Weekly payments
- Overpayments: It occasionally happens that parents/guardians actually make payments that exceed the kamper's registration fee (e.g., forget to take requested savings into account). Unfortunately, Vanderkamp does not have the resources to track this for you. If you discover this has happened, you may use these funds: (a) to allow your child to purchase items from the kamp store, (b) to sign up for the Family BBQ, (c) as a deposit or payment toward another kamp registration for that kamper (applying to another kamper constitutes a "change" and requires a \$25 transfer fee.) You may also make a written request for a refund no later than the kamper's scheduled arrival. A \$25 processing fee applies to all refunds.

Change, Cancellation and Refund Policies

- Change of Program or Session: At this time, required deposit (less a \$25 transfer fee) may be applied to another session provided the request is received 2 weeks prior to the start of the original kamp program or session. Change requests made less than 2 weeks prior are treated as a cancellation.
- Cancellation by parent/guardian: If cancellation request is made 2 weeks prior to scheduled arrival, all registration payments less the required deposit will be refunded. Cancellation requests made less than 2 weeks prior to kamper's scheduled arrival should be submitted in writing for Vanderkamp's Board of Directors consideration at their September meeting. For cancellations in the event of injury or illness, a full refund less the non-refundable deposit, will be considered with a documented medical excuse from a licensed healthcare professional (e.g., Dr., P.A., R.N.). Once the kamper's scheduled kamp program or session begins, no refunds will be made (e.g., no show, early departure, or obvious issue during medical screening at check-in).
- Cancellation by Vanderkamp: In the unlikely event we must cancel a kamp program or session in which your child is registered (e.g., facility matter that could impact kamper health and wellness), a full refund will be automatically processed. You will be given as much advanced notice as possible.
- Refunds will be processed and mailed by September 1 following the end of the kamp season except for those requests being reviewed by the Vanderkamp Board of Directors. Approved refunds will be processed and mailed by October 1.

Registration Policies

- Vanderkamp uses an online registration software program, Campwise, for all kamp programs and sessions. Parents/Guardians may access Campwise via links on the summer kamp pages of our website. Simply click on any "Register Here" button. They all take you to the Campwise portal for Vanderkamp.
- If your child already has an account, please DO NOT under any circumstances create another account for them... or for yourself for that matter. A major limitation of the software is the inability to easily merge records—creating unnecessary work in duplication for you and difficulties for us.
 - If you can't remember your online user ID or password, please call or email us. We are happy to help!



- If this is your child's first summer kamp program at Vanderkamp—WELCOME! You will be asked to create an account for yourself and your child/ren. The good news... you only ever need to do this once! All your basic information will be there for you to review and update in coming years. If you do not have access to a computer or have any questions or difficulties with the registration process, please give us a call at (315) 675-3651. We are happy to help!
- NEW for 2019: The information we require on various registration forms in Campwise needs to be reviewed and updated annually. We found many people were not doing this. So, this year all prior forms were cleared and must now be filled out fresh each year.
 - Please be as complete and accurate with each form as you can.
 - NEW for 2019: We have resurrected a couple of forms to provide us more information about your child as the precious and unique individual that they are. Our counselors really appreciate it as it helps them to better care for your child and alerts them to any matters, they should pay special attention to (e.g., shyness, fear of water) so they can make this the best summer experience ever for your child. Thank you!
- Health Information: You will notice that the health history, immunization record, and medical authorization do not appear during the online registration process in Campwise. No worries! Approximately 2 weeks after you enroll your child in a summer kamp program or session, you will receive an email from CampDoc. Vanderkamp subscribes to CampDoc as our medical records management software. Again, the great thing is once you enter the information it will be there for you to review and update annually.
 - Be sure to update immunizations, as well as any medical issues/concerns from the past year that could impact your child's health and wellness—or our ability to provide the highest quality of care—during their stay at Vanderkamp.
 - Be sure to provide a current e-signature authorizing medical treatment for your child while at kamp.
 - NEW for 2019: Vanderkamp will no longer require proof of a physical within the past year. If you have it handy and want to upload it into CampDoc, that's great. If not, no worries! Thorough completion of the Health History Form and related questions is all we need!
 - If two weeks has passed since you enrolled your child, you have not seen the email from CampDoc, and you have checked your email spam folder, give us a call or shoot us an email. We'll look into it for you!