

## **OVERNIGHT CAMP FREQUENTLY ASKED QUESTIONS (FAQ)**

### **How do I apply for financial assistance and who is eligible for financial assistance?**

Financial assistance is provided on a first come, first served basis, and we use the Federal Poverty Guidelines to determine the amount of financial assistance funds to award to eligible families. There is a separate section on the registration form to apply for financial assistance.

### **Can I register online?**

Visit our website [www.campscully.squarespace.com](http://www.campscully.squarespace.com), click on "Register Now" and create an account in CampInTouch. You can submit your registration, complete the Health History and Physician's Exam forms, pay your balance and apply for financial assistance. If applying for financial assistance, when it asks how you intend to pay, click "Installment Plan – Check" and mail your proof of household income immediately. If paying by check, please mail your deposit immediately.

### **How can I pay?**

The simplest way to pay is by credit card using our online system. We offer 4 monthly installments. If you have a credit card on file we will charge your card with 4 equal payments in March, April, May and June. If paying by check, you will be sent an invoice each month. If you are not using the online system, you may send a check or money order by mail to PO Box 28, Rensselaer, NY 12144. To pay with a credit card, please use the online CampInTouch system or call (518) 512-3577. Your child will not be able to attend camp if your balance is not paid in full by June 9<sup>th</sup>.

### **Do I have to include a \$50 deposit for each week my child is coming to camp?**

Yes, a non-refundable deposit is required for each child for each week they plan to attend camp, unless you are requesting financial assistance. If you are requesting financial assistance, proof of household income is required instead of the deposit. After your household income is reviewed, you will be notified with our decision regarding what your contribution should be, if any.

### **When will I know whether I have received financial assistance and how much my financial assistance will be?**

You will receive a confirmation notice 1 to 2 weeks after application, if your registration packet is complete with all the required documentation (income tax return, budget sheet or benefits letter) and/or deposit. If information is missing, we will make an additional request, which is likely to delay our decision.

### **What happens if I need to cancel or change the week that I am registered for?**

Cancellations made more than 14 days prior to the start of the camper's session, a full refund less the deposit will be issued. Cancellation made less than 14 days prior to the start of the camper's program session, a 50% refund, less the deposit will be issued. In case of injury or illness, and if Camp is notified in writing by the attending physician, a full refund less the deposit will be issued. Once a camper arrives at Camp, no refund will be issued. If a camper does not arrive at Camp and there is no explanation, the camper may be ineligible for registration in future years. If you need to switch a week and there are weeks with vacancies, we will switch with no penalty.

### **Why do I have to make a doctor's appointment?**

A doctor's appointment within a year of attending overnight camp is necessary for us to have up-to-date medical confirmation of a child's physical ability to attend camp, authorization of any prescription medications and any medically necessary dietary requirements. The Physician's Exam Form must be signed or stamped by a doctor.

### **Can I bring my child's medical form on the day of registration?**

No. The form must be uploaded into our system or mailed/faxed to our Camp Registrar by June 9<sup>th</sup>. We need to review the medical form before you arrive at camp so that any follow up discussions with you or with your doctor may be completed ahead of time.

### **Can I file a claim for my FSA Dependant Care benefit at work?**

Yes. We are an American Camp Association (ACA) accredited camp with a Tax ID number which will be noted on your statements. Many parents do use their financial statements to receive reimbursement through their dependent care plans.

### **Can I request what cabin my child is assigned to and friends I would like them to bunk with?**

Cabin assignments are made by the camp director by age grouping. We will attempt to accommodate special requests but it is not always possible. Requests may be made online during the registration process and both families would need to make that request.

### **What happens if my child becomes ill?**

Our nurse will determine the condition of a sick camper. The parent or emergency contact is notified and requested to pick the child up from camp. They may return to camp if their condition improves and their doctor and the camp nurse give approval. If your camper requires emergency medical attention, we will contact the emergency services and then contact you.