



## FARM CAMP REGISTRATION FAQ'S

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### **Who should I add as "account members"?**

Consider account members as individuals within your immediate household who may participate in any Stratford program, particularly children you plan to register for Farm Camp. This platform will be used for future programs and events beyond camp, so we encourage you to include anyone in your immediate household who might register for a program or event. Designate parents/guardians as primary and secondary contacts and list all children as "account members." **Your child must be an account member to register for Farm Camp or other programming.** Emergency contacts and authorized pick-ups for Farm Camp don't need to be added as account members but should be listed in the appropriate section prior to the program start date.

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### **What does the online registration process look like and at what point in the registration process will my spot be held?**

The online registration process involves creating a household account profile, adding all members / children, and clicking "register" next to your first child when the registration opens. Select the desired camp week, and the spot is held after clicking "next" as you complete the registration information. If you have multiple children, click "yes" to register additional children when prompted, repeating the process. Active engagement on the website is required; otherwise, the spot is released after 20 minutes of inactivity on the website. After selecting all children in your account for registration, you'll be guided through the check-out process to confirm and finalize your registration.

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### **Can I register more than one of my children for Farm Camp at the same time?**

The ability to register multiple children for camp from the same family was a top priority for us when selecting a registration platform. When registration opens you will click "register" next to the first child in your account, select the week of camp you want from the available options, and click "next." The system will prompt you to select and register any additional children in your account before proceeding to the checkout process to finalize your registration details.

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### **How Does the Waitlist Work?**

If a Farm Camp session is full, you will have the opportunity to join the waitlist. Farm Camp openings can become available at any time, although most of our waitlist movements occur in April and May. When a Farm Camp spot becomes available, families next on the waitlist are notified by email and phone call. Once notified, families will have 48 hours (about 2 days) to complete the registration.



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### **Do I need to add a photo for account members and authorized pick-ups?**

While photos are not required it is extremely helpful for us as a staff team. It's helpful to have photos of campers in the system so we can easily identify them at any time. It's beneficial to have photos for primary and secondary contacts and authorized pick-ups so they don't have to show ID at pick up and expedite the pick-up process.

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### **Can I register on a phone or tablet?**

Yes, the software is mobile friendly and can be accessed on any device with internet access.

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### **If I got into one week of camp, but it's not my first choice, can I waitlist for another?**

Yes. You can waitlist as many weeks as you want, regardless of getting into another week. You'll be contacted if a spot becomes available in any of the weeks you're waitlisted for and can claim it.

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### **How do I apply for a scholarship if I need financial assistance to send my child to camp?**

During registration, the system will ask if you need a scholarship for financial assistance and you'll be prompted to complete the scholarship application. Your need will not impact your ability to register for Farm Camp. Scholarship awards will be communicated to recipients by March 1<sup>st</sup>.

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### **What if my child wants to attend camp with a friend?**

Camp is a wonderful place to make friends! Stratford Farm Camp brings young people together from diverse backgrounds to learn and have fun together. In keeping with our focus on creating an inclusive atmosphere for all, we do not take requests to place campers in the same group. Campers in the same program week have opportunities to meet their friends during mealtimes, larger group activities, and free-choice activities over the camp session.

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### **Why is my Secondary Contact not automatically listed as an Emergency Contact?**

The primary and secondary contacts do not need to be listed under the additional Emergency Contacts. In the event of an emergency, we will contact the primary contact first. If we don't successfully get in touch with the primary contact, we will contact the secondary contact. After that, we will attempt to reach anyone listed as additional emergency contacts.

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## **What is the Farm Camp Cancellation & Change Policy?**

At Farm Camp, we recognize that unexpected circumstances can arise and do our best to be accommodating. If you find yourself needing to cancel your Farm Camp registration, please familiarize yourself with our cancellation policy and refund policy for Farm Camp:

### **Payment Requirement:**

- A non-transferable payment is required during the camp registration process.
- Due to our extensive waitlist, camp registrations may not be transferred to other children.

### **Cancellation Deadlines:**

- To qualify for a full refund, cancellations must be made by April 1, 2024.
- After April 1st, cancellations must occur at least four weeks before the first day of camp to be considered for an 80% refund.
- If cancellation is within four weeks of the camp's start, a partial refund will be at the discretion of the Education Director, and the ability to find a replacement.

### **Illness Consideration:**

In cases where children fall ill, we empathize and kindly request that you keep your child at home. Please notify us promptly, and we will make every effort to facilitate their attendance at another Stratford camp or class.

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### **I still have questions...who should I contact?**

For questions about registration or billing, contact the Business Manager, Madison Corna, at [madison.corna@stratfordecologicalcenter.org](mailto:madison.corna@stratfordecologicalcenter.org)

For questions about day-to-day camp operations, activities, or special accommodations for your child, contact the Farm Camp Director, Kat O'Malley at [kathryn.omalley@stratfordecologicalcenter.org](mailto:kathryn.omalley@stratfordecologicalcenter.org)

For all other general questions or to talk with someone over the phone, call the office at (740)363-2548.