

## **FAQ's Online Camp Registration**

**1. I can't remember my login information. Should I create a new one?**

No, please do not create a new one. It causes confusion when there are multiple accounts for the same person. Please call the office at 502-916-6700 and we will look up your information for you.

**2. Can I register all of the students in my church under my login? Can my mom register my friend under her login?**

No, parents or legal guardians must have a login and fill out the form for their own child/children.

**3. I'm trying to register with my group, but the system is telling me that week of camp is full.**

Your group leader should have given you a password for your group. After logging into Campwise, it will ask if you have a group ID. This is where you enter that group password. It is cap sensitive. If you entered the group password incorrectly, or if you did not enter a group ID at all, the system will tell you that week of camp is full.

**4. I'm registering on my own, not with a group. Do I have to pay a deposit?**

Yes, you must pay the minimum deposit in order to be registered. If you do not pay the deposit, other campers registering after you will move ahead of you in the system.

**5. I registered with a group ID. Why won't it let me pay online?**

When you register with a group ID, all charges get forwarded to your church. You must pay your church directly for camp.

**6. What is the refund policy for Camp Crestwood?**

Because food and supplies have been ordered based on the number of registered campers, NO REFUNDS are available for cancellations within ONE WEEK of the start of camp.

Cancellations 30+ days in advance: Refund minus a \$25 processing fee.

Cancellations 8-29 days in advance: Refund minus a \$75.00 cancellation fee.

Cancellations 0-7 days in advance: No Refund

**Churches using a group hold will be responsible for the payment of everyone in their group hold by 3 weeks prior to the start of your week of camp. Late cancellations and no shows within a group hold will be charged to the church.**

**7. I have a student in my group hold who cannot attend camp. Can I substitute a new camper?**

Yes, you can substitute any camper if it is 2 weeks or more from the start of camp. **If you are substituting a camper within one week of the start of camp, you must substitute the same gender camper, as rooming has already been assigned.** The new camper must register and will be charged the difference in price for regular registration. Anyone registering within one week of the start of camp must contact the office by phone.

**8. Why can't I add a pre-paid t-shirt to my registration?**

T-shirts will still be available for purchase in the camp store during camp, however we are simplifying the registration process by eliminating the pre-paid option.

**9. Are Manna Bucks available at teen camp?**

No, pre-paid Manna Bucks are not available at teen camp. However, that option is available at kids camp. Manna Bucks can be purchased during the online registration process or during on-site check-in.