



**REGISTRATION – SUMMER CAMP 2018**

<b>RETURNING CAMPERS</b> (and their siblings)	<b>DATE</b>	<b>NEW START TIME – 10am!</b>
Camps with start dates of Jul 8 & 15	Tuesday December 5	<ul style="list-style-type: none"> <li>◆ In-person at the following Calgary branches               <ul style="list-style-type: none"> <li>- Gray Family Eau Claire YMCA (downtown)</li> <li>- Melcor YMCA at Crowfoot (NW)</li> <li>- Remington YMCA (Quarry Park SE)</li> <li>- Saddletowne YMCA (NE)</li> <li>- Shawnessy YMCA (SE)</li> </ul> </li> <li>◆ By telephone at 403-269-6156 or 1-866-430-9622               <ul style="list-style-type: none"> <li>- Our call-center queue holds 20 calls</li> <li>- Additional callers will hear a busy signal</li> <li>- We appreciate your patience</li> <li>- Calls are answered in order</li> </ul> </li> </ul>
Camps with start dates of Jul 22 & 29	Wednesday December 6	
Camps with start dates of Aug 5 & 12	Thursday December 7	
Camps with start dates of Aug 19 & 26* *excluding Family Camp	Friday December 8	

<b>NEW CAMPERS</b>	<b>DATE</b>	<b>NEW START TIME – 10am!</b>
<b>YMCA Calgary Members</b> Contact member services prior to Dec 12 for membership sales or renewals.	Wednesday December 13	<ul style="list-style-type: none"> <li>◆ In-person at the following Calgary branches               <ul style="list-style-type: none"> <li>- Gray Family Eau Claire YMCA (downtown)</li> <li>- Melcor YMCA at Crowfoot (NW)</li> <li>- Remington YMCA (Quarry Park SE)</li> <li>- Saddletowne YMCA (NE)</li> <li>- Shawnessy YMCA (SE)</li> </ul> </li> <li>◆ By telephone at 403-269-6156 or 1-866-430-9622               <ul style="list-style-type: none"> <li>- Our call-center queue holds 20 calls</li> <li>- Additional callers will hear a busy signal</li> <li>- We appreciate your patience</li> <li>- Calls are answered in order</li> </ul> </li> </ul>
<b>Non-Members</b> Creating your account in our database prior to December 1 will speed up your registration – contact us at 403-269-6156 or 1-866-430-9622	Thursday December 14	



## **Registration tips**

**TIP:** Have the camp barcode and your credit card ready for the quickest registration.

**TIP:** Coordinate dates with friends prior to registration days. We process hundreds of registrations in the first two hours.

**TIP:** Register in person if you can. Many campers from outside the Calgary area need to register by telephone. Families who register in-person help to streamline the registration process for themselves and other campers.

### **IN-PERSON REGISTRATION:**

- Camp staff will hand out numbers at 9:30am | Registration begins at 10am
- Each person may take one number
- Registration begins at 10:00am
- An individual may register for one family only. The individual need not be the camper(s)' parent but they will not be permitted to register their own children and the children of another camper family.
- In-person registration line-ups are typically fully processed within 45min

### **TELEPHONE REGISTRATION:**

- Phone lines open at 10:00am
- Call 403-269-6156 or 1-866-430-9622
- Our Call-center queue holds 20 calls
- When the queue is full callers hear a busy signal
- 8-10 registrars answer calls in order
- We process hundreds of registrations in the first 2 hours
- You may need to redial for quite some time to get into the queue
- Once you are connected to the queue, there may be a wait time of up to 30 minutes
- An individual may register for one family only. The individual need not be the camper(s)' parent but they will not be permitted to register their own children and the children of another camper family.
- Phone lines are typically congested until 2pm

## **Camp fees and payments**

- Pay the full amount upon registration.
- Pay 25% per camp upon registration and schedule the remainder for Apr 17, 2018 by credit card or bank withdrawal.
- Pay 25% per camp upon registration and schedule the remainder for Jan 17, Feb 17, Mar 17 and Apr 17, 2018 by credit card or bank withdrawal.

## **Financial Assistance**

- Families applying for the Opportunity Fund (Strong Kids Campaign) may register on the appropriate day by paying a deposit of an amount arranged prior to registration week (please contact us at 403-269-6156).
- The application and supporting documents must be received at Camp Chief Hector YMCA office within 14 days of your registration.



## **Cancellation policy**

- o Cancellations received prior to May 1, 2018 are entitled to a refund of 75% of the camp fees. Written notice of the cancellation is required. No refunds will be issued for non-medical cancellations after May 1, 2018.
- o A full refund minus a \$100 administrative fee will be granted for medical reasons only. Written notice of the cancellation as well as a Medical Certificate (physician's note) is required.
- o Refunds will not be issued in instances where the camper is removed from the camp program at the choice or request of the camper or camper's parent(s)/ guardian(s) or is dismissed from camp for contravention of camp guidelines or the camp code of conduct for behaviour.
- o Camp Chief Hector YMCA reserves the right to cancel programs by May 31, 2018 due to insufficient registration, in which case a full refund will be issued.

## **Ages & Groups**

- o Our programs are designed to be age appropriate to ensure the best camp experience possible. Campers must be turning the correct age for the camp by December 31, 2018 (in the autumn following camp).
- o If a camper is turning the next age during the summer or in fall after camp, we consider the grade they are in currently at school.

For example:

Suzy is currently 9 years-old. Typically, 9-year-olds are in grade 3. However, Suzy is currently in grade 4 and she will turn 10 next October so should register for Mistaya 10Y or Yamnuska 10Y. This will allow her to be in a tipi group with other girls who have just finished grade 4.

You may request for your camper to be grouped with one friend. They must be registered in the same camp option (identical barcode). Requests are made in Family Zone when you complete your camper's medical information.

## **Waiting Lists**

- o A child may be on a maximum of two waiting lists; OR
- o A child may be registered for a camp and be on a waiting list for one additional camp
- o Priority will be given to campers who are on a waiting list and who are not registered in another camp