

## FREQUENTLY ASKED QUESTIONS:

**ONCE I'VE REGISTERED, WILL I HAVE AN ACCOUNT WHERE I CAN MANAGE MY FORMS AND PAYMENTS?** YES, AN ACCOUNT WILL BE CREATED ONCE YOU REGISTER. TO GET TO YOUR ACCOUNT, ALSO REFERRED TO AS YOUR PARENT PORTAL, GO TO [MOVE.SC/PARENTPORTAL](http://MOVE.SC/PARENTPORTAL) AND LOGIN USING YOUR EMAIL ADDRESS AND PASSWORD. YOU CAN VIEW YOUR PAYMENT SCHEDULE, DOWNLOAD YOUR STATEMENT, MANAGE YOUR ACCOUNT SETTINGS, EDIT/UPDATE YOUR CREDIT CARD INFORMATION AND MAKE A PAYMENT.

**MY CHILD HAS SPECIAL NEEDS. CAN HE/SHE ATTEND CAMP?** YES! YOU'LL NEED TO INDICATE HIS/HER SPECIAL NEEDS WHEN REGISTERING AND WE WILL CONNECT WITH YOU SO WE CAN BEST ACCOMMODATE YOUR CHILD'S NEEDS WHILE AT CAMP. PLEASE COMPLETE THIS PROCESS AS SOON AS POSSIBLE SO THAT WE CAN MEET AND BEGIN A RELATIONSHIP BEFORE CAMP.

**WHEN IS THE FINAL BALANCE FOR CAMP DUE?** THE FINAL BALANCE IS DUE JUNE 15, 2018. **WHAT IS THE CANCELLATION POLICY?** IF A CANCELLATION IS MADE BY MARCH 16, 2018 A FULL REFUND WILL BE ISSUED. ANY CANCELLATIONS MADE FROM MARCH 17-MAY 18, 2018 WILL RECEIVE A 50% REFUND. ANY CANCELLATIONS AFTER MAY 18, 2018 WILL RECEIVE NO REFUND OF ANY KIND. ALL CANCELLATIONS MUST BE EMAILED TO [CAMP@SANDALSCHURCH.COM](mailto:CAMP@SANDALSCHURCH.COM) AND CONFIRMED WITH AN EMAIL RESPONSE.

**WHAT ARE MY PAYMENT OPTIONS?** AT TIME OF REGISTRATION, EVERY FAMILY IS AUTOMATICALLY ENROLLED IN AUTOPAY, MEANING THEIR CREDIT CARD WILL BE CHARGED EVERY MONTH ACCORDING TO THE INVOICE EMAILED TO THEM. EVERY FAMILY IS NOTIFIED VIA EMAIL 2 WEEKS PRIOR TO THEIR CREDIT CARD BEING CHARGED. YOU HAVE THE OPPORTUNITY TO CHOOSE EITHER THE 1ST OR THE 15TH OF THE MONTH FOR PAYMENTS TO CHARGED.

**DO YOU HAVE ANY FUNDRAISING IDEAS?** WE STRONGLY ENCOURAGE YOU TO INVOLVE THE WHOLE FAMILY AND ESPECIALLY THE CAMPER TO HELP FUNDRAISE FOR CAMP. THIS INCREASES A SENSE OF APPRECIATION AND OWNERSHIP IN THEIR SPIRITUAL DEVELOPMENT. RECYCLING, YARD WORK, HOUSEWORK, AND NOTABLY SPONSOR LETTERS HAVE ALL PROVEN HELPFUL IN RAISING MONEY FOR CAMP. EACH CAMPUS WILL BE ORGANIZING SPECIFIC FUNDRAISING OPPORTUNITIES IN THE COMING MONTHS. YOU CAN REQUEST A SAMPLE SPONSORSHIP LETTER FROM [CAMP@SANDALSCHURCH.COM](mailto:CAMP@SANDALSCHURCH.COM) THAT WE STRONGLY ENCOURAGE YOU TO DUPLICATE.

**IS THERE A WAITING LIST FOR FULL CAMPS?** YES! WE HAVE WAITING LISTS FOR ALL OF OUR CAMPS THAT ARE FULL. THERE IS NO COST TO BE ON THE WAITING LIST. IN ORDER TO ADD A CHILD TO THE WAITING LIST, PLEASE COMPLETE THE ONLINE REGISTRATION AT [MOVE.SC/CAMP](http://MOVE.SC/CAMP), EVEN IF THE CAMP IS FULL. SHOULD A SPOT OPEN UP FOR YOUR CHILD, YOU WILL RECEIVE AN EMAIL IMMEDIATELY, OFFERING YOU THE POSITION, AND WE WILL WAIT 24 HOURS TO HEAR A RESPONSE FROM THE FIRST PERSON ON THE WAITLIST BEFORE WE CALL SUBSEQUENT FAMILIES. ONCE THE OPEN SPOT IS ACCEPTED, PAYMENT AND REGISTRATION FOR THE SUMMER CAMP WILL BE DUE.

**WHO ARE THE COUNSELORS AND ARE THEY BACKGROUND CHECKED?** WE TAKE OUR COMMITTED VOLUNTEERS WHO SERVE EVERY WEEK IN FAMILY MINISTRIES AT SANDALS CHURCH. OUR VOLUNTEERS MAKE GREAT COUNSELORS BECAUSE THEY ALREADY HAVE EXISTING RELATIONSHIPS WITH THE STUDENTS IN OUR MINISTRIES AND THEY ARE ALSO TRAINED ON ALL OF OUR SAFETY AND PROCEDURAL PROTOCOLS. EVERY COUNSELOR IS BACKGROUND CHECKED BY SANDALS CHURCH AND FOREST HOME.

**CAN I REQUEST THAT MY CHILD BE IN THE SAME CABIN AS HIS/HER FRIEND?** YES. WE WILL DO OUR BEST TO ACCOMMODATE YOUR REQUEST, HOWEVER, WE CANNOT MAKE ANY GUARANTEES. FOR YOUTH CAMPER, PLEASE NOTE YOUR REQUEST ON YOUR REGISTRATION FORM.

**IS THERE A FULLTIME NURSE AT CAMP?** YES, THERE IS ALWAYS A FULLTIME NURSE ON DUTY AT CAMP.

**WHEN IS MY CAMPER'S MEDICAL FORM DUE? WHERE CAN I FIND THE NECESSARY MEDICAL FORMS I NEED TO FILL OUT? WHERE DO I RETURN COMPLETED MEDICAL FORMS?** MEDICAL RELEASE FORMS ARE DUE NO LATER THAN SUNDAY, JUNE 4, 2019. THESE FORMS WILL BE COMPLETED ONLINE VIA FOREST HOME'S WEBSITE. EACH FAMILY WILL RECEIVE AN EMAIL THE FORMS ARE AVAILABLE AND WILL BE RESPONSIBLE TO COMPLETE ALL MEDICAL FORMS IN A TIMELY MANNER.

**MY CAMPER TAKES MEDICATION, WHAT DO I NEED TO DO?** YOU WILL NEED TO INDICATE THE CAMPER'S MEDICATION ON THE MEDICAL FORM AND AT TIME OF DROP OFF, YOU WILL SUBMIT ALL MEDICATIONS TO THE MEDICATION STATION. ALL MEDICATIONS MUST BE IN THEIR ORIGINAL PHARMACY CONTAINER ALONG WITH WRITTEN INSTRUCTIONS, ALL IN A ZIPLOC PLASTIC BAG WITH THE CAMPER'S NAME PRINTED ON IT. (PLEASE NOTE: IF MEDICATIONS ARE NOT IN THE ORIGINAL CONTAINER THE CAMP CANNOT ADMINISTER THEM.)

**DOES THE CAMP ACCOMMODATE DIETARY NEEDS?** YES. IF YOUR STUDENT HAS SPECIAL DIETARY NEEDS, PLEASE CONTACT FOREST HOME'S FOOD SERVICE DEPARTMENT FOR ASSISTANCE. YOU CAN CONTACT MATT STRYFFELER, DIRECTOR OF GUEST DINING AT 909-389-2300 EXT. 441 AND VIA EMAIL [MATT.STRYFFELER@FORESTHOME.ORG](mailto:MATT.STRYFFELER@FORESTHOME.ORG). FOREST HOME ASKS THAT ALL DIETARY ACCOMMODATION REQUESTS BE MADE AS SOON AS POSSIBLE AND NO LATER THAN 2 WEEKS PRIOR TO CAMP.

**IS THERE A PACKING LIST?** YES, YOU WILL RECEIVE IT IN YOUR CONFIRMATION EMAIL AFTER REGISTERING.

**CAN I SEND MY CAMPER MAIL OR CARE PACKAGES?** PLEASE DO! CHECK OUT FOREST HOME'S ONLINE STORE AT [WWW.FORESTHOME.ORG/STORE](http://WWW.FORESTHOME.ORG/STORE). THIS IS INTENDED AS AN OPTION FOR PARENTS THAT WANT AN EASY WAY TO SEND A CARE PACKAGE TO THEIR CAMPER. TAKE NOTE OF THEIR DEADLINES SO YOUR CHILD'S CARE PACKAGE MAKES IT TO THEM BEFORE THEY RETURN HOME.

MAIL WILL BE DELIVERED TO YOUR CAMPER IF ADDRESSED PROPERLY:

CAMPER NAME AND CHURCH NAME

VILLAGE/ADVENTURE MOUNTAIN/CREEKSIDE/LAKEVIEW (DATE OF CAMP: 7/14-7/19)

FOREST HOME

40000 VALLEY OF THE FALLS DR.

FOREST FALLS, CA 92339

**SHOULD I SEND MY CAMPER WITH SPENDING MONEY?** YES, AS THEY WILL HAVE OPPORTUNITIES TO SHOP FOR SOUVENIRS. \$15-\$30 IS TYPICALLY JUST FINE. ELEMENTARY CAMPER MUST HAVE SPENDING MONEY LOADED ELECTRONICALLY ONTO THEIR ACCOUNT ON THE FOREST HOME WEBSITE. THEY ARE NOT ABLE TO USE CASH IN THE CAMP.

\*MIDDLE AND HIGH SCHOOL CAMPER SHOULD BRING CASH. THE ELECTRONIC METHOD IS NOT AVAILABLE FOR THEM.

**CAN I SEE PICTURES OF MY CAMPER WHILE AT CAMP?** YES! YOU CAN ACCESS THEM THROUGH YOUR FOREST HOME ACCOUNT.