

## Frequently Asked Questions (FAQ) for Summer Registration

[Registration submission, confirmation...](#)

[Forms...](#)

[Financial...](#)

[Roommates, program, housing, meals, medications, etc...](#)

[Transportation...](#)

[Phone and Email Communication...](#)

[Homesickness...](#)

---

### [Registration submission, confirmation...](#)

#### **How may I submit my child's registration for camp?**

- We accept registrations by mail (LLMI Registration Office; 28 Spruce Dr; Arden, NC 28704), fax (828-684-5196), scan and email ([jwebb@llmi.org](mailto:jwebb@llmi.org)) or online ([www.llmi.net](http://www.llmi.net)). We **do not** accept telephone registrations.

#### **When will I receive confirmation of my registration?**

- If you successfully registered online, you have already received your camper confirmation. It was sent immediately upon finishing your registration to the email address you submitted with your online registration. If you did not receive this email, please check your spam folder OR check your account to verify your registration was completed. If you still do not see this email, please contact our Registration Office to have a duplicate sent to you. Your online confirmation contains a link back to your online registration account, which contains links to all necessary supplemental forms/paperwork for camp. We are not planning to send you anything additional and rely on you to adhere to all posted deadlines. If the program you registered for is full, you will be contacted within three weeks to look at alternate programs or weeks.
- If you registered by mail or fax, we will generally send confirmation of your child's registration within 2 weeks of having received the registration. There are times when it might take slightly longer, but all registrations should be confirmed within 3 weeks. If you haven't received anything after 3 weeks, please contact the Registration Office to check on the status of your confirmation.

#### **What is included with my child's confirmation?**

- All confirmations will come with a camper/parent information packet which includes the health form, other waivers needed for specific programs, general information, medical information, a packing list, directions and any other pertinent information that your camper needs for the specific program in which they have registered. Please note: the health form is required for everyone. It is a 4-page document, and all 4 pages need to be submitted before May 1. If you register after the May 1 deadline, please make every effort to send in the health form at least 4 weeks prior to camp to allow time for staff to screen the information.

#### **Is my child required to have had a physical prior to coming to camp?**

- A physical exam is required every OTHER year, but proof of that exam and a signed health form is required each year. You may simply choose to copy the prior year's health exam and staple to our health form this year if your child had a physical last year. Bottom line - ALL health forms must either have the Physician's Exam completed or a health exam addressing the same questions dated within 2 years of the child's camp week. All prior year's health forms are archived and not readily accessible, so please do not ask us to make a copy from last year. Health forms should be

submitted by May 1. If you register after May 1, please make every effort to send us the health form at least 4 weeks prior to your child's arrival in order to allow time for medical staff to screen the form.

### **May I register my child for more than one week of camp?**

- Yes! If you are registering your child for consecutive weeks of camp, you may elect to have your child remain at camp over the weekend for a nominal fee by signing him/her up to be a weekend camper upon registration. If you have already registered and not previously selected this option and now wish to do so, please email your reservation request to [jwebb@llmi.org](mailto:jwebb@llmi.org) at least a week before your child arrives. If you do not choose this option, then you will need to check your child out on Saturday morning and then return to sign them back in on Sunday afternoon.

### **What is the cost for the weekend camper option?**

- The fee is \$65.00/weekend. This will cover housing, staff supervision and meals. Registrations must be made in advance either at the time of registration or after you register by emailing the Registration Office, at [jwebb@llmi.org](mailto:jwebb@llmi.org).

## **Forms...**

### **Where can I find the necessary forms my child needs to attend camp?**

- Please visit our website, [llmi.net](http://llmi.net), and click on the "Forms" page to find forms such as a downloadable health form, a scholarship form, a camper/parent information packet which includes a packing list, directions to camp and any waivers that may be required for adventure (OAP) programs, and more.

## **Financial...**

### **How much is the deposit?**

- The deposit is \$150.00 per child per camp week. For example, if you send two children ("Bobby" and "Jenny") to two weeks of camp each, then you would need to send in \$600.00 (\$150.00 for Bobby's week 1, \$150.00 for Bobby's week 2, \$150.00 for Jenny's week 1 and \$150.00 for Jenny's week 2).

### **Can I simply pay in full at the time of registration?**

- Absolutely, and this is our preference! You can even save significantly by registering early. If you register on or before March 15, 2011, you receive the lowest rate and lock that in. If you need to wait to pay at the latest possible time (four weeks before camp), your balance is the locked-in rate minus any deposits or payments you have paid to date. ***Please note: There will be a \$30 return check fee if there are insufficient funds in your account.***

### **I paid the deposit when I registered my child. When is my final payment due?**

- Your final payment is due **no later than** four weeks prior to your camp week.
- If your balance is not paid by the Sunday of your camp week, there will be a \$50 late fee added to your balance.
- With online registration, you also have the option of choosing to have a balance payment automatically made on May 1 from the same credit card you used to make your initial deposit.

### **Will I receive a receipt of my final payment?**

- If you register online, a receipt will automatically be sent to your email address.

- If you do not register online, we do not send final payment receipts unless requested. If you need an official receipt, please make that request at the time you send in your final payment.

**Do you offer financial assistance?**

- Yes, we have a needs-based scholarship fund that is set up for the main purpose of allowing children to come to camp that might not otherwise be able to do so due to financial need. We do not want to see children denied the opportunity to come to camp simply due to lack of funds. In order to apply for a scholarship, please download the scholarship form from the “Forms” page of our website.

**I have several children. Do you offer a multi-child discount?**

- No, we do not. We used to offer this discount, but we have re-structured our rate plan to offer more significant discounts based on your date of registration to allow everyone access to the discounts. We continue to offer a needs-based scholarship fund for families needing additional assistance in paying summer camp fees.

**I am an ELCA pastor. Do you offer any discounts for my children?**

- No, we do not. We used to offer this discount, but we have re-structured our rate plan to offer more significant discounts based on your date of registration to allow everyone access to the discounts.

**If I should need to cancel my child’s registration, what portion of my fee is refundable?**

- The \$150 deposit is non-refundable and non-transferable.
- If you cancel at least 4 weeks prior to arrival, you may request a full refund *minus* the deposit. If you cancel with less than 4 weeks notice but more than 72 hours notice, you may request 50% of the full fee *minus* the deposit. No refunds will be given for less than 72 hours notice.
- Should you need to cancel your child’s registration, please submit a statement in writing, either by fax (828-684-5196) or email ([jwebb@llmi.org](mailto:jwebb@llmi.org)).

**[Roommates, program, housing, meals, etc...](#)**

**How do I know into which age group my child should be registered? Is it by the grade they will be going into or the grade they have just completed?**

- We go by the grade just completed. Therefore, the youngest child we can take in summer residential camp is one that just finished the 1<sup>st</sup> grade. We offer a day-camp for children who

**What if both of my choices for a camp program are full?**

- We will call or email you to see if there is a 3<sup>rd</sup> choice.

**How many roommate requests can my child specify?**

- We ask that campers request no more than 1 other person to be their roommate. Each of these individuals must also request each other on the registration form. This helps us to know that it is “okay” with the other family for your child to room with their child. Occasionally, we will allow up to three to be grouped together as roommates (not in First Camp Adventure). However, we are never able to allow more than 3. After 60 years of offering the summer camping program, we have learned that the camp experience is better for ALL involved by not allowing more than 2-3 to room together. If a group of registrations come in that involve roommate requests of more than 3 campers, the summer area directors will split up the group in order to make the appropriate cabin assignments. Additionally, no roommate requests or changes will be accepted any later than one week prior to your camper’s first day of camp. Any roommate requests or changes must be in

writing – either on the original registration or in a subsequent follow-up email ([jwebb@llmi.org](mailto:jwebb@llmi.org)) or letter. Please contact the program director if you have questions about this policy.

**My child has specific dietary needs that need to be addressed. Are you equipped to handle this and how do I alert you to the needs?**

- Most dietary needs can be met while at camp. If you register online, please list your dietary needs in the “allergies” or “Notes” section of the online registration. If you register by paper, there is a place on the registration form to check that your child has specific needs. We then ask that you document those needs on the registration form. If you need additional space to provide more information concerning your child’s specific dietary needs, we invite you to send a letter or email to the Registration Office ([jwebb@llmi.org](mailto:jwebb@llmi.org)) with detailed instructions we can pass along to the Food Service Manager. If there is a problem or a question concerning your specific needs, our Food Service Manager will be in contact with you directly.

**May I send my child with Tylenol or Advil in case they need it?**

- Children may not keep any medications in their possession, including over-the-counter medications, while at camp. If your child must bring medication to camp, please leave it in the original container and furnish specific, written instructions for its administration *using the medication form provided at [www.llmi.net](http://www.llmi.net)*. PLEASE BRING THIS FORM WITH YOU. We do not accept this form ahead of time as medications can change at the last minute. If campers arrive with medications, but do not have this form, the person dropping off the camper will need to fill one out. The directions must match those given on the prescription container. Staff will receive the medication and the form during the check-in process.

**[Transportation...](#)**

**Do you provide transportation to camp?**

- No, transportation to Lutheridge is the responsibility of the parent/guardian. Please read below for available transportation to Lutherock.

**My child is going to Lutherock, but I really need assistance in getting them there. Do you have a shuttle that could assist with this?**

- Yes. There is a shuttle going to Lutherock each Sunday. The parent/guardian would still be responsible for getting them to Lutheridge. The shuttle would then take them the rest of the way to Lutherock. The shuttle leaves at 3:30 pm sharp! Therefore, it is imperative that you have your child at Lutheridge prior to that time. The shuttle returns to Lutheridge the following Saturday around 11:00 am. You would need to be at Lutheridge by that time to pick up your child. The cost for this option is \$75.00 round trip or \$40.00 one-way. Reservations **MUST be made in advance**, and they are available on a first-come, first-served basis. Space is very tight and fills very quickly! To make a shuttle reservation, please email the Registration Office at [jwebb@llmi.org](mailto:jwebb@llmi.org) at least a week before your child arrives at camp.

**If I elect to have my child fly to camp, what is the nearest airport into which they would need to fly?**

- The Asheville Airport - regardless of attendance at Lutheridge or Lutherock. The Asheville Airport is approximately 2 miles from Lutheridge and approximately 1 ½ - 2 hours from Lutherock. Regulations regarding unaccompanied minors vary with individual airlines. **Please familiarize yourself with your airline’s policies before booking any flights for your camper.**

**Do you have an airport pickup service?**

- Yes. We must have a copy of the itinerary sent to us in writing at least 3 weeks prior to arrival. We will pick up your child when they arrive and will also drop them off when they need to return to the airport. There is no cost for this service (unless your child is a Lutherock camper – see next section).

**If my child is going to Lutherock and flying into the airport, how will they get to the Lutherock site considering it is approximately 2 hours away?**

- Your child would need to arrive at the airport no later than 2:30 pm on the Sunday their camp week begins. They would then be brought to Lutheridge to board the Lutherock shuttle. This shuttle leaves at 3:30 pm and returns on the following Saturday around 11:00 am. Therefore, their flight out should not be scheduled to leave any earlier than 12:30 pm on the Saturday their camp week ends. There is a cost for the Lutherock shuttle transportation of \$75.00 round trip (\$40 one-way if your child was only flying in or out but not both). The Lutherock shuttle space is very limited so we ask that you check on that availability prior to booking your child's flight reservations.

**[Phone and Email Communication...](#)****May I call my child or can my child call me during the camp week?**

- Calls home can be very disruptive for a cabin group and take away from the true camp experience for all campers. Cell phones are not allowed. The single biggest reason that the camp experience is so intense and transformational is that campers “unplug” and focus on the people and natural world right in front of them. For this reason, campers do not call home during the camp week. If it is important to talk to your child during the camp week, or you have questions/concerns about this policy, please contact a program director to discuss this and make a plan for your child. Program Directors may be reached through 828-684-2361.

**Can I email my child and/or can my child email me?**

- We offer one-way email service to your child through Bunk1. The Bunk1 information letter will be provided for you when we confirm your camper registration. If you register online, it's also part of the supplemental forms section that you can access upon completion of your registration. We don't offer a service for your child to email you, but we still encourage letter writing and have outgoing mail daily.

**What about mail through the US Postal Service?**

- Campers LOVE getting mail! Please note Lutheridge and Lutherock have different addresses. For Lutheridge, please use 2049 Upper Laurel Drive, Arden, NC 28704. For Lutherock, please use 84 Camp Luther Road, Newland, NC 28657.
- Post any mail before Wednesday to ensure likely delivery.

**[Homesickness...](#)****What if my child gets homesick while at camp?**

- Campers often miss home, especially at the beginning of the week. Our counselors and area directors are equipped to creatively handle campers who are missing home. We will work to help the camper make friends, stay busy and enjoy camp even while they still miss parents, pets and their own beds.
- We carefully monitor a child's behavior and will call home if a child is not engaged in camp by Tuesday. Usually by then a camper is happy to be at camp, even if he or she still

has some “missing home moods” at various times of the day. If that is not the case, we’ll be in touch with parents to decide how best to handle the situation. We will work with you to encourage growth and teach coping skills. It is very rare to send a camper home due to homesickness, but this can certainly happen if deemed necessary. We are here to empower campers to have a successful camp experience and we find that most are able to do so within a very short time.

- The best way to avoid homesickness is to prepare your child well for the week at camp. Make sure that all your comments are positive and encouraging. Do not say that you will come and get the child if homesickness strikes! This really sets a child up to fail. Instead, tell the child that you are confident she/he will have a great time. Find out about specific fears and make a plan to address them. Talk with a program director if you have specific questions or concerns.
- **Please visit our website for letters and podcasts specifically geared toward these subjects.**