

Frequently Asked Questions (FAQ) for Summer Registration

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Roommates, program, housing, meals, etc...

How do I know which age group my child should be registered with? Do you go 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 camp is one that just finished the 1st grade.

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. If a group of registrations come in that involve a "roommate tangle" of more than 3 campers, the summer area directors will "split up" the group in order to make the appropriate cabin assignments. Changes to this split may not be made upon arrival on camp, so please do not put us in a position to have to do a split - be sure to not have more than 3 campers requesting each other. 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 need to be in writing - either on the original registration or in a subsequent follow up email or letter.

Why can my child not room with as many friends as he/she wants? Don't your cabins hold up to 6 or 8 children?

- Yes. Our cabins are equipped to hold up to 6-8 campers, and most of the time will be filled to capacity. However, after nearly 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 more detailed explanation is needed, we invite you to contact our Lutheridge Program Directors: Pastor Tim and Pastor Mary Canniff-Kuhn or our Lutherock Program Director: Van Van Horne.

Can I choose which area of camp I would like for my child to be housed in?

- When our programs were much smaller, we had the ability to allow certain areas of camp to be designated for certain grade groups. We also had the opportunity, on some weeks, to offer a choice between two locations. However, we are no longer able to do that. In an effort to serve as many youth as possible, we must adjust housing to meet the needs of the program registration numbers. For the most part, the resident camps will still be housed in many of the same areas (Pioneer A, Pioneer B, etc.), however we might have to make adjustments if registration numbers warrant. We cannot guarantee a specific housing location until your child arrives at camp on the Sunday (or Wednesday for half week programs) of the week(s) for which they are registered.

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

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

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 there is a problem or a question concerning your specific needs, our Food Service Manager will be in contact with you directly. There is a place on the registration form to “check” that your child has specific needs. We then ask that you document those needs, in writing, and mail in with your 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 Registrar (scoleman@llmi.org) with detailed instructions that we can pass along to the Food Service Manager.

Financial...

How much is the deposit?

- The deposit is \$125.00 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 \$500.00 (\$125.00 for Bobby’s week 1, \$125.00 for Bobby’s week 2, \$125.00 for Jenny’s week 1 and \$125.00 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 AND paying in full early. Please note that there are pay in full dated deadlines associated with each camp program that we offer. If you register and pay in full on or before March 15, 2009, you received the lowest rate. Simply paying the deposit and registering early will not guarantee you the lowest rate – it will only guarantee you a space in a camp program. If you need to wait and pay at the latest possible time (three weeks before camp), your balance due is the rate specified for the “after May 15” date minus any deposits or payments you have paid to date.

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 across the board. 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. Again, we used to offer this discount, but we have re-structured our rate plan to offer more significant discounts across the board. We continue to offer needs-based scholarships to families needing additional assistance in paying summer camp fees.

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

- Your final payment is due **no later than** three weeks prior to your camp week. We reserve the right to drop any registration that is not paid in full by the final payment due date.

Will I receive a receipt of my final payment?

- 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. Feel free to download the scholarship form from our website (Youth Programs: Forms) to request assistance. Or contact our Registration Office to request a copy.

If I should need to cancel my child's registration, is the deposit refundable?

- No. The deposit is non-refundable and non-transferable.

What if I pay in full at the time of registration, what portion of my fee is refundable?

- 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 full fee *minus* the deposit. No refunds will be given for less than 72 hours notice.

Registration submission, confirmation...

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

- We accept registrations by mail (LLMI Registrar; 2049 Upper Laurel Dr; Arden, NC 28704), fax (828-687-1600), or online (www.llmi.net). We **DO NOT** accept telephone registrations.

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 **by advance reservation only** 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 scoleman@llmi.org. 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?

- Yes, 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 our Registrar, Stacey Coleman, at scoleman@llmi.org.

When will I receive confirmation of my registration?

- **IF YOU 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. If you still do not see this email, please contact our Registrar, Stacey Coleman, to have a duplicate sent to you. Your online confirmation contains a link back to your "Complete Page", which contains all necessary paperwork for your specific camp program. An additional packet or notice of confirmation will not be sent and we rely on you to adhere to all posted deadlines.
- **IF YOU REGISTERED BY MAIL**, 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 (ex. as it nears the first paid in full rate deadline) because of the increase in mail and online registrations, but all registrations should be confirmed within 3 weeks. If you have not received anything after 3 weeks, please contact the Registrar to check on the status of your confirmation.

What is included with my child's confirmation?

- All confirmations will come with a camper/parent info pack which includes: general information, medical information, packing list, directions, and any other pertinent information that your camper needs for the specific program in which they have registered. **Please note:** we no longer mail health forms at the time of confirmation. We have provided this in each camp brochure and online (Youth Programs: Forms), and we ask that you use one already provided for you. It is a 4-page document, and **all 4 pages** need to be submitted by the May 1 deadline.

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 a prior year's health exam and staple to our health form this year if your child had a physical last year. Just remember - 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. We rely on you to do that.

Transportation...

Do you provide transportation to camp?

- No. Transportation to camp is the responsibility of the parent/guardian.

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

- 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. However, the Federal Aviation Administration has recently imposed very strict guidelines on unaccompanied minors being picked up by camp organizations. **Please check these policies before booking 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 that their camp week begins. They would then be brought to Lutheridge at which time they would be moved to 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 that 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.

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. The shuttle that is offered to airport arrivals going to Lutherock (see above) is the same that is offered to campers that are driven to camp. 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 our Registrar, Stacey Coleman, at scoleman@llmi.org.

Phone and Email Communication...

May I call my child or can my child call me during the camp week?

- Regarding phone calls, please understand that your child will NOT be calling you. 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. If you must speak your child by phone or have questions/concerns about this policy, please contact a program director to discuss this.

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

- We are planning to provide ONE-WAY email service again this summer. More information about this service will be provided at a later date.

What about mail through the US Postal Service?

- Campers LOVE getting mail! Both camp mailing addresses can be found at the bottom of our homepage of our website (please note they are two **DIFFERENT** addresses - for Lutheridge, please use 2049 Upper Laurel Drive). Please include the camper's full name and area or program on the envelope to help with delivery to your camper. Campers eagerly await letters and cards from relatives and friends. Make contents cheerful and "newsy". Care packages can be mailed as well. Please remember, if you send any food in the care package, it will be removed from the cabin and stored in the canteen area where the camper will have access to it every evening. This discourages God's woodland creatures from wandering into the cabin in search of a good snack.
- Post any mail before Wednesday for likely delivery.

Homesickness...

What if my child gets homesick while at camp?

- This is VERY common (especially for 1st – 5th graders). Our counselors and area directors are equipped to creatively handle homesick campers. It is very rare to send a camper home due to homesickness, but this will 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.
- Please visit the FAQs section of our website for letters from our program directors containing helpful hints concerning homesickness and what you can do to be proactive in creating a successful camp environment for your child.
- If you would like more information about our staff, the importance of a Christian camp, or other information from our Program Directors and Registration staff, please visit our website to view a list of podcasts available.