

Bite Size Tidbits for Stress Free Sign Ups

- Remember to “**refresh**” the web page that you want to see for the most up to date information.
- Everything you need to know is at foothillhorizons.com. Choose “Summer Camp” from the sign post. Look all around! There is a lot of useful information to make your registration efficient.

Gift Certificates available!

We have beautiful gift certificates available for you to give!

Set aside some of your Christmas gift money and purchase a week of camp for you child, grandchild, or other special camper in your life. He or she will be THRILLED to receive this coveted certificate from you! See the website to choose your certificate and email us which one you want. We will complete it and scan it back to you so you can print it immediately from your home printer.

Tip #1. We realize that registration is happening during Christmas week and we want to make it as easy as possible for you to make camp happen for your kids. At registration you will be able to either pay in full and be done with it, or choose a payment plan divided equally over three months. With the payment plan, at registration you will pay 1/3 of the total due, \$75 of which is a non-refundable deposit. Your card will be charged automatically in three equal, monthly increments. If your card is rejected for any reason, email us right away at fhsummerncamp@gmail.com to get back on track and not **risk your session being cancelled**. Don't forget-transportation (Monday AND Friday) is to be added at registration. See “How to Choose Transportation” from the transportation tab on the Summer Camp website.

Tip #2. Please use only the gmail address, fhsummerncamp@gmail.com to communicate about Summer Camp issues. Using any other email address may result in a delay in getting an answer to your inquiry. You can use the subject line to let us know what your inquiry is about. Example: medications, transportation, bunk mates, wrong session, gift certificate, etc.

Tip #3. Please use only **ONE family email account** to register your camper(s). **The system can only apply your discounts under one registration address. It will not recognize multiple session or sibling discounts under separate accounts**

created with different email addresses. Please email us at fhsoumercamp@gmail.com if your discount did not apply.

Tip #4. You can save some time and quickly find out everything you need to know about Summer Camp by going to foothillhorizons.com and choosing the “**Summer Camp**” sign post. Look around at the different tabs and you will learn a lot about the program, meet the staff, registration schedules, and have most of your questions answered. If your issue can’t be cleared up through the website, please email us at fhsoumercamp@gmail.com and someone will respond to you promptly and help you resolve your problem. If the information on the site does not seem to be current, please **reboot or refresh** the web page you are on to get all the latest postings and updates.

Tip #5. Instead of phone calls (unless it’s an emergency), please use the gmail address, fhsoumercamp@gmail.com. Gmail messages are logged in order of receipt and someone will get back to you as soon as possible. This address is checked very frequently and we will not forget you. You will get a confirmation receipt for your email. There is usually extra office help during registration time and having all communication in one place helps us track messages and make sure you do get an answer back in a timely manner.

Tip #6. Have your camper’s registration information on hand at time of sign up, such as: insurance information, including policy holder name, doctor and dentist names and contact information, what transportation you want for Monday AND Friday, medical and medication information, etc. Read and know the cancellation/refund policy and choose sessions appropriately to avoid unnecessary charges. There will be no exceptions to the cancellation policy.

Tip #7. **Enter your email address carefully and correctly. Almost all the inquiries we get from parents about not receiving email updates or confirmations are due to typos in the email address.**

Tip #8. **REMEMBER:** we always get back to you so please **don’t panic** if you make a registration error or have to change something. We will work it out with you, just as we do

every year. Email us at fhsummercamp@gmail.com and let us know what needs to be adjusted. Be patient. Take a deep breath. It will be okay.

Tip #9. Slow down and be accurate in answering registration questions. Example: if you put medical, food, or bunkmate needs in the wrong place, it won't show up on the right report for review by the Health Office, Kitchen, or dorm supervisor. Look at the questions carefully and answer in the correct place. Example: We don't want to miss your camper's medical issue because it is in the Bunk Mate Request box.

Tip #10. Choose your Monday AND Friday options for bus or (no transportation-you drive) in the same place you choose your session registration option. This is the section that has the costs added to complete your registration. Transportation must be selected and paid for at registration. We can make adjustments later if you need to. Please see the cancellation policy on the website for cancellation fees. Transportation and tuition are subject to the same cancellation fees.

Tip #11. REMEMBER! If you make an error in your registration or you need to make any changes, **please don't panic**. You know we will help you resolve your problem! We are always here to help, it just takes a little time to put it all in order. Just send an email to fhsummercamp@gmail.com and someone will get back to you as soon as possible. Remember to put the issue in the subject line, such as: change transportation, bunk mate request, or whatever it is.

Tip #12. **Make sure your mailing address is correct!** We get a LOT of returned mail (camper letters) that is undeliverable due to incomplete mailing addresses entered during registration. If you do not receive your camper's **keepsake memento** letter of his or her session, your mailing address was probably entered wrong when registration began.

Tip #13. Send mail early to your camper! Our mail delivery comes very late in the day, usually 4:30 to 5:00. If you mail late and it comes on Friday, your camper will not get it. You might even consider sending mail the week before your camper's session, just put the Session # on the package with your camper's name. We will make sure it gets delivered while he or she is here.