

# Bite Size Tidbits for Stress Free Sign Ups

## Getting ready for a seamless registration!

Registration begins December 19, 2017. Gift Certificates available!

- 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](http://foothillhorizons.com). Choose “Summer Camp” from the sign post. Look all around! There is a lot of useful information to make your registration efficient.
- Please forward this email to anyone who might need it and is not on our email list.

**Tip #1.** We realize that registration is happening during Christmas week and 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, you will pay \$75 to reserve the session, then your first payment will begin on January 3. Your card will be charged automatically in three equal, monthly increments. If your card is rejected for any reason, email us right away at [fhsummercamp@gmail.com](mailto:fhsummercamp@gmail.com) to get back on track and not **risk your session being canceled**. Don't forget-transportation (Monday AND Friday) is to be added at registration (from the cart where you choose your session). See “How to Choose Transportation” from the transportation tab on the Summer Camp website.

## \*New this Year - Gift Certificates available!\*

We have beautiful gift certificates available this year for you to give as Gifts!

Set aside some of your 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 find this fanciful certificate from you! See attachment 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 #2.** Summer Camp is going back to **GRADE BASED** registration. **Please sign your camper up by the grade he or she is in RIGHT NOW.** If your CIT or JC got out of sync during the switch to “age based” registration, **DON'T PANIC.** We will work together to make sure he or she stays on track with the program. Just send an email to [fhsummercamp@gmail.com](mailto:fhsummercamp@gmail.com) and explain the situation so it can be corrected. The Summer Camp email is checked very frequently and someone will respond to you as soon as possible. Please use the email so we can log your questions in order of receipt and also to have the details of what you need done.

**Tip #3.** Please use only the gmail address, [fhsummercamp@gmail.com](mailto:fhsummercamp@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 #4.** Please use only **ONE family email account** to register your camper(s). Multiple email addresses create multiple Active Camps accounts and they won't all show up on the same screen in a search, which makes it more difficult to track your registrations. Multiple email addresses make it more time consuming to search for your sessions. **The system can only apply your discounts under one registration address.** It will not recognize your camper's multiple session or sibling discounts under separate accounts created with different email addresses. Please email us at [fhsummercamp@gmail.com](mailto:fhsummercamp@gmail.com) if your discount did not apply.

**Tip #5.** You can save some time and quickly find out everything you need to know about Summer Camp by going to [foothillhorizons.com](http://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 [fhsummercamp@gmail.com](mailto:fhsummercamp@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 #6.** Instead of phone calls (unless it's an emergency), please use the gmail address, [fhsummercamp@gmail.com](mailto:fhsummercamp@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 #7.** 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 cancelation/refund policy and choose sessions appropriately to avoid unnecessary charges. There will be no exceptions to the cancelation policy.

**Tip #8.** Enter your email address carefully and correctly. Almost all the inquiries we get about parents not receiving email updates or confirmations are due to typos in the email address.

**Tip #9.** 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. Our goal is for our campers to get the sessions they want, if at all possible, and we will do everything we can to make it happen for you. Remember, though, that 100 kids won't fit into a session that has 50 spaces. Spots are filled on a first come, first served basis. However, it does seem that every year almost everyone gets what they want with a little bit of patience to allow for adjustments, corrections, and time to work out the details. The registration system does get overloaded when 2000 people log on at the exact same minute and you may get worried, but the system logs all input, in the order that it was received, and we use the report to contact you and make adjustments. **Be patient. Take a deep breath. It will be okay.**

**Tip #10.** 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. We don't want to miss your camper's medical issue because it is in the Bunk Mate Request box.

**Tip #11. REMEMBER:** answering the transportation questions in the registration pages is informational only and does not assign transportation (or none) for your camper. You must make your Monday AND Friday selections (or round trip), in the cart for check out. 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 cancelation policy on the website for cancelation fees. Transportation and tuition are subject to the same cancelation fees.

**Tip #12. 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 [fhssummercamp@gmail.com](mailto:fhssummercamp@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 #13. 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 #14. 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.