



## THEMUSEUM Camp Registration FAQs

Thank you for your interest in THEMUSEUM's Day Camp and The Underground Studio MakerSpace Camps. The following FAQ document should help address many of your questions regarding our new online camp registration system CampBrain.



### **How long does it take to register my child(ren) for camp?**

Completing your registration and filling out the mandatory household and medical/wellness history forms should take no longer than twenty minutes. This information will only need to be entered once and will be stored securely with your household account.

### **What if I do not wish to register online?**

THEMUSEUM's new CampBrain system is the only way we accept camp registrations as of Summer 2019. This system allows your camper registration details to be saved and carried over from year to year, saving you time in the long run.

### **How long will my camp spot be held if I leave CampBrain mid-registration?**

CampBrain will hold in-progress registrations for twenty minutes before the spot is made available to another camper.

### **What do I do if I cannot remember my password?**

For security reasons, THEMUSEUM does not have access to your password information. In the event that you forget your password, please select "Password Reset" on the log-in page and enter your email address. CampBrain will send you a link that will allow you to reset your password.

### **Does the late fee of registering within 14 days of camp apply to The Underground Studio MakerSpace camps?**

No, the late fee does not apply to the MakerSpace camps. However, no registrations will be accepted within 7 days of camp. This is due to the fact that the MakerSpace camps require purchasing and prepping specialized materials.

## Where do I enter my membership information (Membership Number and Expiration Date)?

Please enter your THEMUSEUM Membership number and expiration date in the “Additional Information” section of your “Household Information” form.

## Why do I need to enter so much health/behavioural information?

It’s important for our staff to ensure all campers have the best time they can. By informing our staff of various health, wellness or behavioural concerns, we can be best equipped and prepared to ensure that everyone has a great experience.

## Is all my information confidential?

Yes, all information is confidential.

## Can I update my health, wellness and/or behaviour information?

If you need to make changes to health information you may contact us at [Camps@THEMUSEUM.ca](mailto:Camps@THEMUSEUM.ca) using the format below. THEMUSEUM staff will update your camper’s profile with the appropriate information in the back-end. Camp Staff will also make changes to the Medical and Personal History Form on a case by case basis.

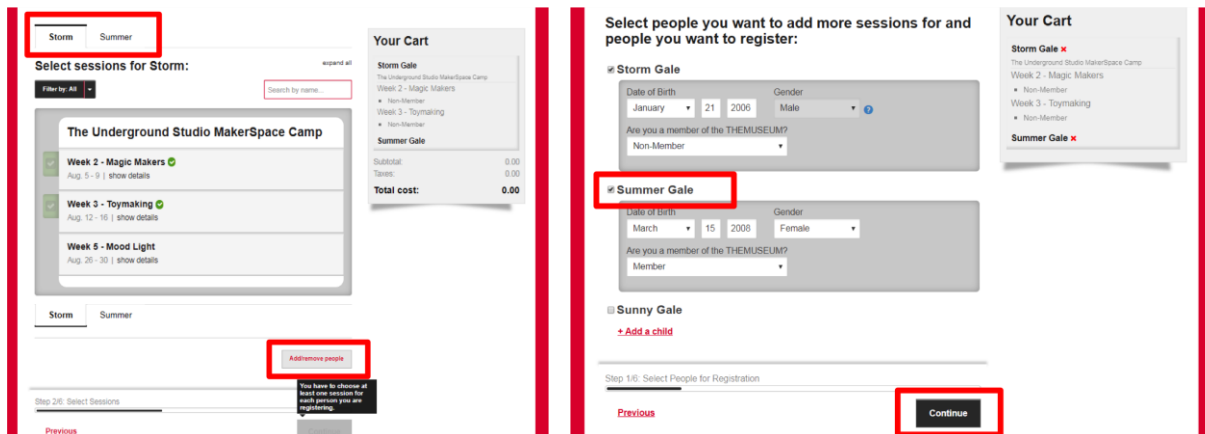
### Health, Wellness, Behaviour Updates

Subject Line: “Health and Wellness Changes – Camper’s Full Name”

Body text must include: Your full name (as it appears in your household details), your child(ren)'s full name, the week your child is registered for, the specific changes you would like made to each camper's wellness profile.

## I am trying to register a camper but I can’t click “Continue”.

If you have more than one child in your household but are trying to register only one, you may have this issue. Check to make sure you are only registering one child. If you see the other child’s name in the top tabs, click “Add/remove people” and click on the child you want to remove. This does not remove that camper from your household, it simply removes them from that particular registration session.



### **How do I cancel my registration after I have already paid?**

If you would like to cancel your camp registration after you have submitted a payment, please email us at [Camps@THEMUSEUM.ca](mailto:Camps@THEMUSEUM.ca) with your full name and your child(ren)'s full name using the following format and we will process your cancellation within 10 days.

If you wish to make any changes to your registration or your child's profile please email [Camps@THEMUSEUM.ca](mailto:Camps@THEMUSEUM.ca) with the following details and we will process your request within 10 business days.

#### *Cancellations*

Subject Line: "Camp Cancellation – Camper's Full Name"

Body text must include: Your full name (as it appears in your household details), your child(ren)'s full name, the day your child is registered for, the cancellation option you wish to use: free transfer (see below), 100% refund on a THEMUSEUM gift card, 50% registration refund to your credit card.

#### *Transfers to a new camp*

Subject Line: "Camp Transfer - Camper's Full Name"

Body text must include: Your full name (as it appears in your household details), your child(ren)'s full name, the camp your child is registered for, and the camp you wish to transfer to.

Please be aware of our cancellation and refund policy as outlined below:

Cancellation and Refund Policy: Cancellations must be received at least seven days prior to the camp date in order to receive a gift card to THEMUSEUM for the full amount or receive a 50% refund of the total cost. Cancellations after the seven-day cut-off are not eligible for any refunds. Free transfers are available to another date/week depending on availability.

### **Where can I get a tax receipt?**

Upon successful registration, you will receive a confirmation email which includes a PDF entitled "THEMUSEUM Household Account Statement", this will detail your payments for the entire Camp Season (e.g. Summer Camp, Winter Break Camp, etc.) and will act as your tax receipt. Please keep the PDF for your records.

### **How do I know that I've registered my child for camp?**

Once you have completed your registration and submitted payment, you will receive an email from [Camps@THEMUSEUM.ca](mailto:Camps@THEMUSEUM.ca). If you do not see this email, please check your junk mail. This important email contains information about your registration along with your tax receipt.

### **Will I receive any more information about the camp I registered for?**

Three to four days before the start of each camp week, you will receive a final confirmation email from [Camps@THEMUSEUM.ca](mailto:Camps@THEMUSEUM.ca) which will include details specific about what to expect in the upcoming week of camp. In the meantime, please review our Parent Handbook for general information about THEMUSEUM's Day Camps and Underground Studio MakerSpace camps.

### **I want to register for a camp, but I can only select the waitlist option.**

THEMUSEUM Day Camps accept registrations up to the day before camp. Registration to our camps is on a first come first serve basis. Once a camp has reached capacity we open up our Waitlist. We occasionally receive cancellations or transfers that may open up a camp spot. We will email camp guardians as soon as a space becomes available, after which, parents/guardians have **24 hours** to respond before the spot is offered to another family. If you accept the camp spot, we will register your child to camp and will automatically process payment through the credit card you've provided. If you have not provided a credit

card, you will need to enter the credit card and pay your balance after registration. Please note, THEMUSEUM will waive all late registration fees if your waitlist request was submitted before 14 days of the start of camp.

**I am trying to register my child for a camp, but it is not visible.**

If a camp is not visible, on the registration page then it means that your child is not eligible for the camp based on their age or gender. This makes the process more streamlined and provides you with a clear indication as to which camp your child can attend.

**I would like to transfer my child to another week of camp or another day within the same week of camp.**

Please email us at [Camps@THEMUSEUM.ca](mailto:Camps@THEMUSEUM.ca) using the following format and we will process your request within 10 days.

*Transfers to a new camp*

**Subject Line:** "Camp Transfer - Camper's Full Name"

**Body text must include:** Your full name (as it appears in your household details), your child(ren)'s full name, the camp your child is registered for, and the camp you wish to transfer to.