



Summer 2020 Program Registration FAQs

How is summer different this year?

We are pleased to announce that Covenant Harbor has two new and reimagined Summer 2020. Programs beginning July 6: Day Kids and Youth Programs and Family Getaways.

Day Kids and Youth Program: This new, non-overnight program reimagines and expands our thriving Day Camp summer program and now provides kids and youth programs for campers entering 1st through 9th grade this fall. Teams are separated by age group and are purposely designed with appropriate programming to incorporate what each age group loves most about Covenant Harbor, including our popular Skills Program for 7th through 9th grade campers.

Family Getaway: Gather up to ten cabin mates and spend a week or more in one of Covenant Harbor's cabins. Enjoy meals provided by our food service staff and limited activities throughout your stay. Your children can also attend one of our Kids and Youth Programs during your Getaway.

Who can come to Summer Camp 2020 at Covenant Harbor?

- Day Kids & Youth Programs: Any child entering 1st through 9th grades.
- Family Getaways: Families with children of all ages are invited, including children younger than 1st grade or older than 9th grade

My child's session of camp was cancelled. What do I do now?

We do recognize that these are difficult times, and that every family's situation is different. To help you determine the next step in making changes to your camper's 2020 Summer Camp registration, we have provided the following options:

1. Request a spot for your child or family in a new Day Kids and Youth Program or Family Getaway in summer 2020.
2. Roll your camper's registration fee into a 2021 Covenant Harbor program
3. Request a full refund of what you paid toward your camper's registration fee.
4. Donate a portion or all of your camper's registration fee to the **Covenant Harbor Fund** to help sustain the ministry through the pandemic. Your donation is tax-deductible and will have double the impact thanks to generous friends of Covenant Harbor who offered to match (dollar-for-dollar up to \$50,000) donations made to the Covenant Harbor Fund through camper registration fees.

To begin the process of making changes to your camper's registration please fill out our **Summer 2020 Registration Change Form**. Please note that all families with campers currently registered for summer 2020 (including campers registered for Day Camp in July and August) must complete this form.

Is there a chance the new Summer 2020 Programs could also be cancelled?

We continue to adhere to and make decisions about reopening based on information known to us by CDC and local and state officials as we plan in faith. Should future recommendations and guidance prohibit us from running programs or serving guests safely, we will continue consultation with our board and make the responsible decisions to cancel the program(s).

If I'm requesting a partial or full refund, when can I expect that?

Because we are experiencing a high volume of requests at this time, please expect a delay between when your request is submitted and reconciled. We appreciate your patience. If a processing delay is cause for financial stress on your family, please contact Covenant Harbor at summer2020@covenantharbor.org or call our office at (262) 248-3600, and we will do our best to accommodate your family's needs.

If I register my camper for a Summer 2020 Day Kids and Youth Program, but I have already paid more than that program costs, what happens to the rest of my money?

We will first apply the registration fees you have already paid toward the Day Kids and Youth Program registration. You will then be contacted by a member of the Covenant Harbor team regarding any Add-Ons that are available to purchase for the Day Kids and Youth Programs, and we will ask what action you would like us to take with the remainder of your balance at that time.

What if I have multiple campers registered?

Please fill out one **Summer Camp 2020 Change Form** per household. If you have multiple campers within your household, you have the option to add campers at the bottom of the form. You can make decisions for the summer for each individual camper. For example, if you have two campers, you can register one for a week of a Summer 2020 Day Kids and Youth Program and still get a full refund on your second camper.

What if my camper is registered for multiple sessions of camp?

All registrations have been cancelled at this time. If your camper was registered for multiple sessions of camp, you are welcome to reserve a spot for them in multiple Summer 2020 Day Kids and Youth Programs, to roll over all of their registration fees into a 2021 Covenant Harbor program, to donate all of their registration fees to the Covenant Harbor fund, or some combination of the above.

If my camper was only registered for Day Camp, do I need to do anything?

Yes. Existing Day Camp registrations for June have been cancelled.

If your camper was registered for a Day Camp program starting after July 5 and you would like your camper to still attend a Day Kids and Youth Program for that same week, please still complete a Summer Camp 2020 Change Form. We ask that you confirm your registration for the Day Kids and Youth Program this way.

While we have done our best to build the Day Kids and Youth Programs to be as close to a familiar camp experience as possible, it is important for Day Camp parents and campers to recognize that the Day Kids and Youth Programs may be a slightly different experience than what they were expecting. If your camper was already registered for Day Camp, we still really hope to see them at a Day Kids and Youth Program if it is possible for your family.

How are Summer 2020 Day Kids and Youth Programs different from Day Camp?

The main difference between Day Kids and Youth Programs and Day Camp is that the largest groups of campers will be smaller than they have been at Day Camp in the past. This means that large-group activities like sessions and big games may take place with a smaller group and in different locations than past Day Campers may expect. To help limit the exposure of our campers and staff, there will also be fewer crossovers between different age groups than there has been at Day Camp in the past. This means that, unfortunately, campers who are friends or relatives, but are in different age groups, will likely not be able to interact with one another throughout their day at our Day Kids and Youth Programs.

What activities will be available at Summer 2020 Day Kids and Youth Programs?

We continue to await guidelines from the CDC and State of Wisconsin regarding some of the activities that we typically provide at Covenant Harbor. At this point, we are hopeful that we will be allowed to run the waterfront, climbing activities, and other favorites like archery, skate park, arts and crafts, and more. We continue to aim to meet and exceed the guidelines laid out by the CDC and the State of Wisconsin; therefore, if activity access must be modified in a way that may be detrimental to the camper experience in order to exceed those guidelines, we will contact you.

What will happen to the camp merchandise that I already purchased (for overnight like E-scans and Care Packages)?

Covenant Harbor will personally be in touch with you to discuss any specific details with your purchased merchandise after you have completed the Summer Camp 2020 Change Form.

We will still be offering Covenant Harbor t-shirts for purchase.

You will also still be able to purchase a photo of your camper's Summer 2020 Day Kids and Youth Program team.

Unfortunately, we will not be offering Care Packages or whole camp photos for summer 2020. If you have purchased a Care Package already, you have the option to receive that refund or you may roll that balance into your camper's spending account.

Can my cabin mate requests still stick if we all register for the same day program?

If you and your originally requested cabin mates all register for the same Summer 2020 Day Kids and Youth Program, we will continue to honor those requests. Cabin mates must mutually request one another. Due to the size of our teams and desire to form a healthy team community, we will not put groups of more than three campers together in one team. If your group is larger than three, campers will be separated.

How can I see what sessions I was already registered for and/or what my current balance is for my camper fees?

You can view your camper registration information by logging into **[your Camp Brain account here.](#)**

Can my child attend the Summer 2020 Day Kids and Youth Programs while we are doing a Family Getaway?

Yes! Any children who are entering grades 1st through 9th this fall are welcome to attend a Kids and Youth Program while your family participates in a Family Getaways.

Additionally, if your family is a part of our Family Getaways and your child(ren) is attending a Kids and Youth Program, your family will receive a discount for each camper: \$75 off the full week and \$45 off the shortened August 9-13 week. Family Getaway campers attending a Kids and Youth Program also receive complimentary 6pm or 8pm late check out.

Are there discounts available?

Yes! We will continue to honor all of our existing Day Camp discounts options for the Summer 2020 Day Kids and Youth Program.

Discounts available:

- YMCA: Geneva Lakes YMCA members save \$10 per session. Child attending camp must be part of the membership. Membership number must be listed on registration form.
- Triple Play: Campers save \$15 per session when you register for three or more 5-day sessions of the Day Kids and Youth Programs. The same camper must attend all three sessions. If one session is cancelled by the family, the discount will be retroactively removed from previous sessions attended and the family will be responsible for the balance due.
- Additionally, if your family is a part of our Family Getaways and your child is attending a Day Kids and Youth Program, your family will receive \$75 off the Family Getaway price per camper. Family Getaway campers attending a Day Kids and Youth Program also receive complimentary 6pm or 8pm late check out.

Can my family choose which cabin we'd like to stay in for a Family Getaway?

Unfortunately, you will not be able to choose your cabin for Family Getaway. Family Getaway housing will be determined based on a variety of factors including group size, availability, and health and safety protocols.

What if I get a refund now but in a couple weeks want to register for a Summer 2020 Day Kids and Youth Program?

We understand that sending your child to camp is a big decision, especially this year! If you are unsure if you want to cancel your child's overnight registration or transfer it to Summer 2020 Day Kids and Youth Programs, we ask that you take a week or so to think it over. There is not a rush to make a decision.

I am registering multiple campers for a Summer 2020 Day Kids and Youth Program. Can they all be in the same group?

Our Day Kids and Youth Program campers will be placed into groups based on the grade that they are entering in the fall. If your campers fall within the same age range (1-3rd, 4-6th, or 7-9th grades), they can be placed into the same group, which will be carefully planned and programmed for their specific age group. Please indicate this request in your Summer Camp 2020 Change Form if it was not already included in your registration.

Younger children will not be placed in groups intended for older campers. In some situations, campers who are entering 4th grade or 7th grade may request to join the next youngest age group for the week. In this case, it is important for the camper to be aware that some elements of the program may not suit them. If you are interested in registering your camper for a younger age group than the one intended for their grade level, please indicate this request on your Summer Camp 2020 Change Form along with your teammate request if it was not already included in your registration, or email summer2020@covenantharbor.org to confirm.

Are there any risk factors that could make my child ineligible for Summer 2020 Day Kids and Youth Camps this summer?

Covenant Harbor recommends that campers do not take part in one of our Day Kids and Youth Programs if they have any of the following health conditions:

- Requires nebulizer treatments or has used a nebulizer in the past month
- Hospitalized due to asthma in the last six months
- A child who is immunosuppressed
- Cystic Fibrosis
- Cancer
- Heart disease

Covenant Harbor also asks that all families consider whom the child will be coming home to. If you have a high-risk individual in your household, we would not recommend sending your child to camp this summer. After your child comes to camp, we recommend that they should be quarantined away from any high-risk individuals. This is the responsibility of the family.

If you have any questions or concerns about any of the above or something we did not answer, please feel free to contact us by phone at (262) 248-3600 or by email at summer2020@covenantharbor.org.

Covenant Harbor