

## **FAQ's for Refunds/Payments for Camp**

### **1. What do I do about the payments that have been made so far?**

Below are a few options to handle the financial aspect of your camper's registration. We are encouraging those who can to keep payments on your account that will be put towards future registrations. This money can also be used towards the cost of any virtual activities that we are hoping to have this summer, riding lessons, or other programming at the Melwood Recreation Center.

**Agency Funding:** If your camper's summer session(s) were funded by outside agencies, Melwood will contact those agencies to determine the status of your camp funding and whether it can be used for future programming, alternative programming, or will need to be returned.

**Private Pay:** if your camper's summer session(s) was funded out of pocket, you have three options to consider:

1. Keep your payment in your Melwood Recreation Center account for use towards the cost of any future Melwood Recreation Center programming including riding lessons and future camp sessions
2. Obtain a full refund via check or credit card (whichever way you paid the funds originally)
3. Convert your payment into a tax-deductible donation to Camp Accomplish/Melwood. Melwood relies on revenue from Camp Accomplish to help keep this beautiful 108-acre property maintained to serve as a place of discovery, recreation, and camaraderie for our campers. Any support you offer will help ensure that children continue to enjoy this property and Camp Accomplish for years to come.

### **2. How will I be notified about my refund or what I would like to happen with the payments to date on my camper's account?**

You will receive an email about your individual registrations. If you have not received an email, or you would like further information, please feel free to contact: Julie Smith, [jusmith@melwood.org](mailto:jusmith@melwood.org). **Refunds will be issued via the original form of payment.**

**3. If my camper was registered for this summer's day camp sessions, will this guarantee my camper a spot at camp next summer?**

No, if your camper was registered to join us for camp this summer, you will have to reregister for camp next summer. Our registration for 2021 programs will be available in December 2020. We always send out an email reminder when registration is open. Monies left on your account from this summer's cancellation can be used towards covering the deposits and costs of your 2021 registrations. Please understand that we cannot guarantee a spot for your camper for 2021 without the registration process being followed.

**4. Will my camper be eligible to register for any other sessions for this summer, if they will be held?**

Yes, we will be beginning shortly to host Equestrian lessons again, more information will be released shortly. We also might have a virtual camp experience as well.

**5. How can I keep my camper excited and interested in Camp Accomplish?**

The Camp Accomplish team was looking forward to spending time with your camper this summer and we are currently working hard to find ways to engage our campers and families all summer long! We want to continue to spread the good will and positive energy that Camp Accomplish provides. We are exploring options for some virtual camp activities, programs, and videos that campers and their families can watch and follow along with so Camp Accomplish can be brought to you! More information will be posted soon on our Facebook page (<https://www.facebook.com/melwoodrecreation/>). Please be sure to check in for some camp fun! We miss you all!

**6. How can my camper and my family send encouragement about why we love Camp Accomplish?**

If you would like to send us videos, photos, and messages from your campers, we would love to see them and share them, with your permission, on our Social Media. We love our campers, and we miss them as much as they miss us!