



# YMCA Camp Sloper

## Frequently Asked Questions for Online Registration

### **How do I get to the online registration site?**

The online registration site is accessed through our website at [www.ymcacampsloper.org](http://www.ymcacampsloper.org).

### **What if I don't remember my username name or password?**

On the login page there will be a place to request that information be sent to your e-mail address.

### **When I select my camper, it stays on the same page. What do I need to do?**

When choosing a camper that is already in the system, be sure you select the grade level for the coming school year. This will allow you to go on to choose the appropriate program.

### **What do I do if I don't know my child's membership number or expiration date?**

Membership is no longer required to attend summer camp at YMCA Camp Sloper, but full members of the Southington-Cheshire YMCAs do get a discounted rate. If you are taking the Full Member Discount, you must indicate your full membership to the Southington or Cheshire YMCA, but the membership number is not needed. This will be verified before the registration is confirmed.

### **Why don't I see the programs for my child's age?**

Be sure you enter the grade that your child will be entering in the fall of 2012. Program options that will show up are based on this information.

### **Why won't it allow me to select the program I want?**

You have to select a session before you are allowed to select a specific program for that session.

### **The program my child wants is full online. How do I get them on a wait list?**

In order to be put on a waitlist it is important to call the camp at 860-621-8194 as soon as possible. The wait list is a first-come, first-served list so the sooner you are on it the better.

### **My child can only attend one week of a two week session. Can I register online for that??**

That is called a "split session". If you choose to do a split session, it must be a traditional camp, you will be charged ½ the fee + a \$25 Split Session Fee. You can still register online for the full session and then contact the camp to make a change to the session for the week that you would like your child to attend. Otherwise, you may go in person to the YMCA to register.

### **We live in Cheshire and want to do extended care at Norton School. Can I do that on this online site?**

Registration online is for Extended Care at the YMCA Camp Sloper location only. Any extended care in Cheshire at Norton School must be arranged through the Cheshire YMCA directly. Children are bused to and from that location to camp so be certain to select the Norton School bus stop for your child's AM and/or PM bus stop as needed.

### **I have a Wanderer. How do I answer the transportation question?**

Transportation is not provided for Wanderers. However, the transportation information applies to all members of the family. If you only have a wanderer, simply choose "PT-W- Wanderers" as your bus selection. If you have a wanderer and other campers who will take the bus, choose the bus information responses that apply to the other campers. You can then indicate in the section below the drop off question that "XXX (Wanderers name) is a wanderer – No Bus".

### **Will I get the forms I need and the Parent Handbook mailed to me?**

We do not mail out any supplemental materials unless you call and request them. All necessary forms are available on the online site and on our website at [ymcacampsloper.org](http://ymcacampsloper.org).

### **How will I know if my registration has gone through?**

You will receive an e-mail shortly after you complete your registration. You will also receive a confirmation within 2 weeks of your registration being done online. If you have any questions in the meantime please feel free to contact camp.

### **Why is the balance I owe so small?**

You may not have selected a program for each of the sessions your child will attend. Go back and see if each session has a program selected for it.

### **Why am I being charged more for each session than I should be as a full member?**

You must remember to select the "full member discount" for each session that your child will be attending in order to receive the Full-Member pricing. You must have a full membership to the Southington-Cheshire YMCAs to qualify for this discount. Otherwise you are considered a Program Member.

### **Can I pay the balance on the online site?**

Unfortunately we do not have that option at this time. Payment must be made through the YMCA.

### **Can I have the balance automatically charged to my credit card?**

Yes, you can. You can print the Credit/Debit Card Authorization form from the download on the site. Also, you will receive that form with the confirmation packet and you can complete and return it then to authorize auto-payment.