

## **KAMP 2020 -- COVID-19 FAQs**

### **IS KAMP 2020 GOING TO BE CANCELLED?**

As of right now we are planning to hold Kamp as usual. We have been in contact with Camp Michawana (the facility we rent) and they have told us they are also planning to be open this summer until such time the state requires them to shut down. If the state does not allow them to operate then we will of course have to cancel. Of course, the state can shut down camps at any point (or simply choose not re-open them, since they are currently closed.). However, Camp Michawana has informed us that by the first week in July they will be making the decision on whether to be open for August programs.

Separately from any decisions made by the camp facility, if at any point we determine it is not safe for our campers and staff to gather this summer then we will make the very difficult decision to cancel Kamp this year. The decision will be made in consultation with Redeemer Staff, any applicable state guidelines, and our Kamp Medical Staff.

We are remaining hopeful and praying that we will be able to safely gather this summer for Kamp. Please keep Kamp in your prayers. This situation is fluid of course and could change with a day's notice. We will keep you informed as the weeks go on. We expect to send out another update no later than June 16<sup>th</sup> or sooner if we have solid information to share.

### **IF KAMP IS CANCELLED WILL I RECEIVE A REFUND?**

If we have to cancel Kamp before July 4, 2020, we encourage everyone who has already paid to keep their payment on account as a credit for Kamp 2021. We will provide a refund for anyone that requests it. **Please note: We are unable to refund the credit card processing fees that are charged by the processor. If you request a refund and you paid by credit card your refund will be minus any credit card processing fees that were collected by the bank.**

If we have to cancel Kamp between July 4-July 31, 2020 -We will make every effort to provide a full credit/refund. However, we might have to provide pro-rated credits/refunds depending on any Kamp expenses already paid for that we are not able to re-coop. Same as above any refund will be minus the credit processing fees for payments made by credit card.

### **SHOULD I STILL MAKE PAYMENT FOR KAMP?**

In light of the current situation, we **are currently SUSPENDING PAYMENTS at this time.** We encourage you to still complete the registration process for your child(ren). But **DO NOT PAY BY CREDIT CARD OR SEND PAYMENT** at this time. We will reach out to all registered families on or before June 16<sup>th</sup> with an update and hopefully we can resume taking payments at that time.

If you have already mailed a check to Redeemer, we will be holding your check until such time as we resume accepting payments. (This applies to all checks received after April 28<sup>th</sup>). We will update your CampDoc account to reflect we have received the check, BUT we will not cash the checks at this time.

**WILL THE EARLY BIRD DEADLINE BE EXTENDED?**

Yes, we will be extending the deadline for the early bird discount. We will provide more information on this when we update you in June. At this time we still expect to have **final payments due by July 1.**

**CAN I REGISTER NOW AND PAY LATER?**

Yes! We know people are hanging in the wings, reluctant to register or pay for Kamp when things are so uncertain. As mentioned above, we encourage you to register your child(ren) now. In order to start our planning, it helpful for us to know how many campers to expect, should Kamp go forward. Since payments are currently suspended, please register now and pay later. We will update you on the plan to resume payments no later than June 16.

**SHOULD KAMP PROCEED AS PLANNED WILL THERE BE ANY CHANGES IN CHECK-IN PROCEDURES OR POLICIES IN LIGHT OF COVID-19?**

Most likely, yes. We don't know exactly what these policy and procedure changes will be yet, but we will keep all registered Kamp families informed. We will work closely with our State of Michigan camp licensing agent, Camp Michawana and our Kamp medical staff to make sure we are implementing available precautions that are deemed necessary come August 1. (We are lucky to have the expert advice of an Emergency Room Doctor who oversees our medical policies, and our own Registered Nurse who spends the week with us at Kamp).