

Hello! We are excited for Summer 2020!

This year we are excited to debut a new software system for registration! This system will allow us to be mostly paperless and will streamline the check in process for Monday mornings at camp! You can create an account before registration begins starting February 12th. The system will ask what grade your child will be entering in the Fall of 2020. Our programs are based on the grade level they will be entering the next school year, so please make sure this is correct.

On Registration Day (March 4th, 2020) please have your camper's registration information on hand when you begin selecting sessions. Once you select the session(s) you would like to enroll your participant in, you will be asked to fill out registration details (such as: insurance information, including policy holder name, doctor and dentist names and contact information, medical and medication information, etc). You will need to input this info for each participant on your account, but may select multiple sessions for each individual. This new registration system is replacing the paper Registration Packets that we have required in previous years. The only paper form that we would need are any optional Medical Forms if your child has any medical concerns that we need to be aware of while they are at camp. If you have questions regarding medication and first aid, please contact our Health Team: waldenwest_healthaide@sccoe.org or call our Health Office: (408) 573-3063

Our new registration system will allow you to pay in full at the time of registering. Once you have finished selecting the session(s) for each participant, you can check out and pay for all sessions you have chosen at once. This will complete registration and secure a spot for your camper(s). You won't have to wait for Walden West to send you a payment link! Full payment is required to complete registration for all selected sessions. Sessions will close at 12:00 pm the Friday before the start of the next week's program. (*example*: WOW Week 6/15 will close registration on Friday 6/12 at 12 pm) This will allow our staff to have the most accurate rosters come Monday morning so that we can assure a fast and efficient check in and get you to where you need to be and get camp started. This will also allow campers to get the most out of their Monday.

Please read and know the **cancellation/refund policy** and choose sessions appropriately to avoid unnecessary charges. There will be no exceptions to the cancellation policy:

*Walden West requires a written request emailed to waldenwest_summercamp@sccoe.org for refunds at least twenty-one (21) days prior to the session you wish to cancel. There is a \$150 non-refundable fee for each cancelled week and a \$250 charge for switching or transferring a week. Requests for a transfer of a prepaid session is dependent upon availability (open spots).

When contacting us with questions or inquiries, please use only the email address, **waldenwest_summercamp@sccoe.org** to communicate about Summer Camp. Using any other email address may result in a delay in getting an answer to your inquiry. You can use the subject line to let us know what your inquiry is about. Example: medications, transportation, wrong session, etc.

Instead of phone calls (unless it's an emergency), we ask that you use the email address, **waldenwest_summercamp@sccoe.org**. Email messages are logged in order of receipt and someone will get back to you as soon as possible. This address is checked frequently and we will not forget you! There is usually extra office help during registration time and having all communication in one place helps us track messages and make sure you do get an answer back in a timely manner.

All instructions for creating an account and how to register your camper(s) are on waldenwest.org under the **Summer Registration** tab. Please direct questions to waldenwest_summercamp.org or call (408) 573-3087.