

Camp Iroquois 2017

Frequently Asked Questions

1. What is your camp all about? What are the fees? What are the activities? When are the session dates? How long is your camp day? Where is your camp located?

- For general questions about Camp Iroquois, please refer to our brochure. Brochures are available at the East Area YMCA as well as other Syracuse YMCA locations.
- Our brochure is also available online at the following link: [2017 Camp Brochure](#)

2. Where can I find information about Camp Iroquois openings?

- Camp and bus availability is regularly updated on the Camp Iroquois website.
- There are also copies of camp numbers at the front desk at the East Area YMCA.
- Availability is through the date at the top of the page and does not count registrations that may have been received or mailed after the date indicated.
- Availability changes on a daily basis. Please be advised that due to the high volume of registrations received after March 1, previously open sessions and bus routes may fill quite quickly.

3. Can my camper(s) attend one week of one session and one week of another session?

- No. We do not split sessions at Camp Iroquois. When you register for a session, you register for those ten days of camp, regardless of when you attend.
- If you are looking for one-week camp options, please consider Kids Camp, Arts Camp, or Sports Camp at the East Area YMCA.

4. Can my camper(s) come for a couple of days per week for a prorated fee?

- No. We do not split time at Camp Iroquois. When you register for a session, you register for those ten days of camp, regardless of when you attend.
- Your camper(s) may attend as many or as few of the ten full days as you choose, whether it is just five hours a day, or every day but Wednesdays, or whatever your schedule permits. The full-time camper fee still applies.

5. I need busing, but your availability says the bus I need is full. What do I do?

- With registration beginning in November, many of our popular bus routes are full by March. If you find the bus route you need is full, you **must** choose parent drop-off or pick-up at camp **or** AM or PM extended care at camp before your registration is processed. Please include a note with your registration that you would like to be waitlisted for the bus in the event that seats become available.
- You may also consider one of our other bus routes, in the event that a different stop is close to a workplace or home of a friend or family member.

6. Can you add another bus to the route that I need? What if I don't get off the wait list?

- No. We utilize four buses during the summer and those buses are limited to the capacity determined by our contracted bus company (50 seats).
- It is possible that once all 50 seats are full, there will be cancellations. It is also possible that all 50 campers will attend camp as planned. If you do **not** get called off the wait list, you will need to drop-off and pick-up at camp or utilize AM or PM extended care at camp.

7. Can my camper take one bus in the morning and a different bus in the afternoon?

- Yes. Be sure to indicate the different bus stops on your registration form in the section about before and after camp procedures.

8. How are registrations processed?

- Registrations are processed on a first-come, first-served basis, based on the time of receipt at the East Area YMCA. Registrations may be dropped off at the member services desk at any time or mailed to Alissa Easterly at the East Area YMCA.
- **Camp Iroquois does not accept email, fax, online, or phone registrations.**
- Incomplete information, including missing parent signatures, incorrect/missing deposits, blank before and after camp procedures, and incomplete financial aid documentation (if applicable), will delay a registration and the spot may be lost.

9. Can I register online?

- No. Camp Iroquois does not have online registration at this time.
- You can, however, fill out your camper(s)' registration forms via fillable PDF. Click the [2017 Registration Form](#) on the camp website and download the PDF to complete your registration electronically. Once the form is complete, print, sign and date before submitting to the YMCA with your session deposit(s).
- You may also complete Specialty Camp and Horse Camp registrations via fillable PDF. Click the [2017 Specialty Camp Registration Form](#) on the camp website and download the PDF to complete your registration electronically. Once the form is complete, print, sign and date before submitting to the YMCA with your session deposit(s).
- **PLEASE NOTE: Depending on your browser, you may need to download the PDF form in order to fill in the form fields.**
- If completing your registration forms electronically, **or** printing a hard copy to complete by hand, please be sure to download from the direct links above. **Do not** print the pages from the '2017 Camp Brochure', as the PDF brochure reduces the page significantly and tends to make handwriting illegible.

10. What information do I need to submit with my registration?

- **REGISTRATION FORM**
 - Registration forms need to be completed – **TWO PAGES** total. Incomplete forms will not be processed and will be returned to families for completion.
 - Forms must be **signed and dated**.
- **IMMUNIZATION RECORDS**
 - Campers need to submit immunization records each year as per health department regulations. We do not keep records on file from previous summers.
 - If immunization records do not accompany the registration form, children will not be allowed to participate in camp activities until the forms are received.

- **DEPOSIT**

- A check, credit card Automatic Payment Form, cash, or money order for **\$50.00 PER CHILD PER SESSION** for Camp Iroquois and **\$35.00 PER CHILD PER WEEK** for Specialty Camps and Horse Camp must accompany any registration forms.

- **FINANCIAL AID/DSS FAMILIES**

- Families applying for financial aid should pick up a Y-Cares packet from the front desk or print one from the camp website. Any families applying for financial aid must also submit a deposit of **\$10.00 PER CHILD PER SESSION/WEEK** with their registration form and financial aid paperwork.

11. How soon are payments processed? Will I get a receipt?

- Payments are processed in the order in which the registration was received. You should see your payment go through within two weeks of receipt of the registration, provided all accompanying paperwork was complete.
- Receipts for deposits are sent with registration confirmations. If you would like a receipt via email, please include a note with your payment.
- If you would like a check or credit card payment held until a certain date, please include a note with your payment.

12. What happens if I submit an incorrect deposit amount?

- Deposits are \$50.00 per camper per session for Camp Iroquois Sessions 1-4, \$35.00 per camper per week for Specialty Camps and Horse Camp, and \$10.00 per camper per session/week if applying for financial aid or DSS.
- If no deposit is submitted, the registration will be put on hold until a deposit is received. Deposits may be submitted via check, credit card, cash, or money order.
- If an insufficient or incorrect deposit is submitted, the registration will be put on hold until the balance of the deposit is received. Alissa will attempt to contact parents via the email address on the camper's registration form. Significant delays in deposit payment may result in a spot being lost.

13. What happens when I give you my credit card information?

- Parents may choose to complete an Automatic Payment Form to pay for Camp Iroquois deposits and balance payments. This form is available at the front desk at the East Area YMCA as well as on the Camp Iroquois website.
- Parents may choose to pay deposit only, or have Alissa keep their information on file for future payments. Parents should indicate on the Automatic Payment Form whether the payment information is for deposit only or if the payment is for deposit **and** to keep on file for billing throughout the camp season.
- Credit cards are not charged until Alissa processes the registration.
- For additional questions about the credit card process, contact Alissa via email.

14. How do I know if my camper(s) got in?

- It can take up to **two weeks** to receive registration confirmation, especially when submitting registrations after March 1.
- Parents will receive confirmation in the mail at the address listed on the camper's registration form.

15. How do wait lists work?

- If a registration is submitted for a camp session/week that is already full, the camper(s) will be added to the wait list for that session/week. Campers are waitlisted in the order in which their registration was received.
- Families have until two weeks prior to the session/week start to cancel without financial penalty. If a cancellation opens a spot in a session/week, Alissa will call the first family on the wait list and give them 24 hours to decide whether they would like the vacant spot. If they decline the spot, she will move to the next camper on the wait list.
- Any campers waitlisted for Camp Iroquois will receive priority registration for the next camp season.

16. What if I have a question that wasn't answered here?

- Alissa Easterly, Camp Office Manager
 - Contact Alissa with questions about billing, registration, availability, wait lists, friend requests, busing and extended care
 - aeasterly@syracuseymca.org

- Megan Davis, Camp Director
 - Contact Megan with questions about camp activities, camp facilities, programming, financial aid, Special Days and Family Nights
 - mdavis@syracuseymca.org