

# IMPORTANT CAMP LUTHER POLICIES AND PROCEDURES

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**Deposit and Payment:** Camp Luther accepts Visa, MasterCard, and Discover for deposit and balance payments. If you choose to pay by check, you will not be considered officially registered until your deposit is received. A \$100 deposit is required to register for all programs. Payment in full is due by May 1.

**Cancellations:** Once you have received confirmation of registration, your deposit is non-refundable. No refunds will be granted within 30 days of your camper session except in cases of illness or injury (with doctor's note), and family emergencies. A prorated portion of the registration fee less your deposit will be refunded if a camper is sent home due to illness or injury. Refunds will not be made for a remaining period of two days or less. If a camper leaves early due to homesickness, disciplinary reasons, or parent request, no refund will be given. All refund requests must be made in writing. If Camp Luther cancels your program, you will receive a full refund.

**Changes/Transfers:** A \$10 fee will be charged for all changes to dates and/or housing once your registration has been finalized.

**Grade Level Policy:** All program grade levels are based on current grade levels for the 2022-2023 school year. For the well-being of the program, campers, and staff, we do not make exceptions for camper grade.

**Roommate Policy:** We do our best to honor all roommate requests but cannot guarantee them. Please list only one name as a roommate preference, and please make sure that BOTH campers request each other when they register. Roommate requests should only be made between campers who are in the same camp program. PLEASE double check with any potential roommates that your campers are actually signed up for the same housing for the same week.

**Housing Policy:** Housing options fill up fast, so please register early to ensure you receive your preferred housing. In the online registration system, housing options will reflect current availability. Housing (and even session) overbooking will occasionally occur. This usually happens if between selecting housing and completing registration (registered status) another family also selects the same housing and finishes the process first. Once we notice the overbooking, we do our best to determine the order of events and confirm in order of registration. We try to identify and resolve these issues as soon as possible. For this reason, it is very important that you complete registration right away and not leave your status as enrolled before finishing the process.

**Waiting List Policy:** Camp Luther does not keep a waiting list for full programs. Programs at Camp Luther fill fast, so it is important that you register early.

**Large Household Discount:** If you register three or more children from the same household for our 2023 summer camps, each child will receive a \$20 discount. Contact us at [office@campluther.com](mailto:office@campluther.com) if you believe you qualify for this discount. (Not available for use with camperships or other discounts.)

**Lost & Found:** Items left at Camp Luther after your child's time at Camp will be sorted. Items with names on them will be kept and an attempt will be made to contact the owner and return them. Items such as water bottles and under garments will be thrown away. All other items will be kept at Camp for two weeks. After two weeks, items in good condition will be donated. If items are returned to the owner, the owner is responsible for paying postage.

**Promotional Images:** Camp Luther regularly uses photographs and/or video images of camper participants for official Camp Luther promotional purposes including print, internet, social media, video, and other media. While your child's image may be captured, their name will not be shared. If you wish for your child to be excluded, please provide a request in writing along with a photo of your child.

**Camper Expectations:** It is our goal that everyone who attends Camp Luther is encouraged and strengthened in their faith through authentic community, outstanding staff, experiential activities, and intentional faith building. To ensure a safe and positive environment for every camper, Camp Luther asks that each camper's behavior, speech, and clothing are appropriate for the Christian atmosphere we try to model.

**Rules for Acceptance:** Camp Luther accepts campers without regard to religion, race, color, national origin, sex, age, or handicap.