APP LAUNCH TOOLS

CampInTouch FAQs

This document should provide you with some basic information to help you and your parents have a smooth Camper Application launch and help integrate your families into the CampInTouch community.

Camper Application FAQs

- **Can I use any browser to fill out the application?** You can use Chrome, Firefox, Microsoft Edge and Safari to complete your application.
- **Is your application mobile optimized?** Not at this time. While you can complete the application on a phone or tablet you may find it is a more user-friendly experience to complete your application from a computer.
- **How do I submit my application if I have more than one camper coming to camp?** You will need to submit one application per camper. On the confirmation page at the end of your first application, you will be able to start a new application. While you need to input your new camper's details your family information will re-populate.
- **My application won't load and I'm seeing an endless spinning leaf.** This is most likely due to a firewall blocking your application from loading. This happens in some workplaces. To resolve this problem you'll need to either connect to a different wifi network that does not have those restrictions or disable the wifi connection on your phone and use data to submit the application.
- **Can I save my application and come back later?** Yes, you can use the 'Save for Later' button at the bottom of each page of the application after you select your camper's session.
- **I am getting an error message when trying to save my application for later.** You can only save for later on a page where you have provided all the required information. Fill in all required fields and then you can save for later, or go back to the previous page to then save your application for later.

CampInTouch FAQs

- **What is my login information for my camp's CampInTouch account?** If you submitted your camper's application you created a login account at the start of the application. Your email address is your username and you defined a password.
- **Where do I go to log in to my account?** https://hiddenhollowcamp.campintouch.com/v2/login.aspx
- **I don't remember my password.** You can always reset your password on your camp's login page by selecting the 'Retrieve/Set Password' link.
- **I don't know the email address tied to my parent account.** Please reach out to your camp. They will be able to locate your record and let you know your login email address.
- **Can I make payments online?** Yes, log in to your account and navigate to the Financial Management icon to make an electronic payment.
- **Can I fill out forms online?** Yes, you can fill out any forms your camp has enabled by logging in to your account and navigating to Forms & Documents.

Hidden Hollow Camp FAQ's in regards to CampMinder

- **When does registration start for Hidden Hollow Camp?** Registration begins on 4/20/20 at 6pm EST. That is when the link will be live and you can start the process.
- **What information do I need to register my camper?** You will need for EACH camper, their immunization records (printed from the doctor) so you can input this info directly on the form, doctors numbers, a scanned PDF of any and all insurance information (medical and accident), and any medication, prescribed or OTC, that your child may be taking while they are at camp. This information can be updated as we get closer to camp, but you will need this information to complete the application.
- **What forms are required to register my camper for HHC?** All the REQUIRED FORMS must be submitted before your campers forms will be approved. Required forms include a health history and releases that can be electronically signed by the primary parent.
- **Is my child automatically registered for HHC when I submit the form?** No. Your child will be placed in "applied" status and then HHC staff will review your campers information and verify that all the required forms are correct before they "enroll" your camper. This is not automatic and may take up to two weeks to receive confirmation.
- **When is my credit card/e-check charged?** When your camper has been verified that all the required information has been submitted, your camper will be "enrolled" and your account charged.
- **How much do I have to pay to register my child?** Camp fees are $325 if you pay in full at time of registration. If you only pay the $75 registration fee, you will be charged an additional one-time $15 fee. This $15 fee will be shown at payment page for EVERYONE. If you pay in full this $15 fee will be waived.
- **Can I pay remaining fees by mailing in a check or money order, or bringing cash to the Friendly House?** Yes. However, the $15.00 partial payment fee will still apply, and your accounts will be updated within the week from when the payment arrived.
- **What do I do with a gift certificate or promotional code?** Promotional codes are one-time use and can be entered at the payment page to waive your fees. Promotional codes are generally on gift certificates that have been won through local auctions. They are not given out publicly.
- **What is the cancellation policy for HHC?** In most cases, all but the $75 registration fee will be returned to you. However, cancellations must be made two weeks before the Sunday your child is scheduled to come to camp to receive this refund. For example, If your child is scheduled to come to camp the week of July 19-25, 2020, we must have notice they are cancelling on or before July 5, 2020. Any cancellations after that will result in no refund. Your account will not be automatically refunded. ALL REFUNDS WILL BE ON PAPER CHECKS FROM THE FRIENDLY HOUSE AND MAILED TO THE PRIMARY ADDRESS.