

FAQ'S for Pioneer Campers

What time is check-in?

Check with your Pioneer Leader on when and where your church group is meeting for check-in. Check-in at Camp Lone Star starts at 3:30 pm.

How can I add Trading Post money to my Camper's account?

- Go to www.camplonestar.org
- Click on **Summer Camp** and then any button that says **Registration Login**
- Login to your online account
- Click on **Make a Payment**, select **No I don't. Take me to the make a payment screen.**
- Select which campers you would like to add money to. Then click **Process Selected Campers**
- Here you will see a row that includes Registration, Store, Pmt. Options & Confirmation. Select **Store**
- Enter in the amount that you would like your camper to have access to in the Camp Store and then select **Pmt. Options** to enter in credit card information

Please note: Your camper will be able to purchase approximately \$10 worth of snacks/drinks throughout the week and will have the opportunity on Thursday to purchase any camp merchandise. You can view the Camp Lone Star online Trading Post <https://camp-lone-star-trading-post.square.site/> to see merchandise options and plan how much money you would like to send with your camper. We suggest

What do I need to complete for my camper to be ready for camp?

All of the following forms will be completed online and need to be completed by each campers' parents or guardians **at least three days before the camper arrives at camp.** *Please note: changes have been made to these forms and they need to be completed annually.*

To navigate to the following, log onto Camper's account. Click on **Update Info**. Click on the **Forms** button and fill out the following.

- Camper Information Form
- Camper Release Form
- Camper Medical Information Form
- Profile Form

To navigate to the following, log onto Camper's account. Click on **Update Info**. Click on the **Medical** button.

- Allergy Information- Even if your camper does **not** have allergies, you must select **No Known Allergies.**
- Medication Information- Select the camper's session and click the **Add Medication** button.
- Over the Counter Medication Information- Please select the medications that our camp medic can administer to your camper without calling you before the medication is administered.

What does my camper need to pack for camp?

A Packing List for your camper can be found under the **Frequently Asked Questions** tab on camplonestar.org or you may log in to your online account and find the document in the "Forms" section of your online account. Click on the tab "Download Forms" to access the info packets available for download.

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What is the cancellation policy for Pioneer groups?

All pioneer group cancellations should be made through your Pioneer Leader.

- More than 14 days – Cancellations occurring 14+ days prior to your camper's session will result in a refund of all payments minus a \$100 cancellation fee for each overnight week-long session.
- Less than 14 days – Cancellations occurring within 14 days of your camper's session will result in a forfeiture of all payments.
- Transfer to another session – Registration funds may be transferred to another session during the same summer if the request is made 14+ days in advance of the session you are transferring from. If the request to transfer is within 14 days of the session you wish to transfer from, it will result in a \$100 cancellation fee for each overnight week-long session.
- For requests made less than twenty-four (24) hours before check-in, there will be no refund or transfer of registration funds.

How can I purchase or view photos of my camper?

We partner with Waldo Photos to capture your campers camp experience! This optional service uses facial recognition to find the photos of your camper, and then sends them to your phone via the Waldo App with notifications when new photos are found. Learn more information and how to sign-up by visiting our website, www.camplonestar.org and click on "Frequently Asked Questions" under the Summer Camp tab.

How do I change or add a Cabin Mate Request?

You may log in to your account online and change cabin mate requests by clicking on the **Optional Items** button. Cabin Mates must include:

- Both the camper making the request and the requested camper must have one another as a Cabin Mate request.
- No more than 2 years in age apart.

The opportunity to develop new friendships, some of which may last a lifetime, is one of the rich blessings that camp has to offer. Sharing the camp experience with friends is also a blessing. We will do all that we can to honor your cabin mate request. **However, if more than two reciprocal cabin mates were requested there is a chance that honoring some requests may not be possible.** Generally, no more than 3 or 4 individuals from the same congregation are likely to be placed in the same counselor group.

How do I turn in medication for my camper?

Turn in ALL medications in a ziploc type bag (including vitamins, epipens, inhalers etc.) to your Pioneer Leader in the original container with the camper's name and the frequency/dosage instructions on the container. All medication must be labeled and listed on the camper's online account. The camp medic station supplies some over the counter drugs.

What is the check-out procedure?

Please talk to your pioneer leader in regard to your churches plan for check out. If you are picking up your child, the closing program starts at 10:45 am in the KOOP. Bring a photo id to make sure that you can check out your camper!