



POLICY: CAMP CANCELLATIONS

All cancellations must be made **IN WRITING**.

Send cancellation notice by email to Contact@DeerRun.camp or by US Mail to Deer Run, 3845 Perkins Road, Thompson's Station, TN 37179.

The initial deposit is non-refundable and non-transferable. Deposits will be forfeited for cancellations unless we receive a written medical reason. In this case the deposit will be held as a credit in the family account. All account credits must be applied to a registration by the end of the calendar year; otherwise credits are forfeited. The credit can be used towards camp balances only; an additional deposit will be required.

2020 UPDATED CANCELLATION POLICY DUE TO COVID-19

Any cancellation made by a family, outside of a government mandated shut down, falls under our normal cancellation policy **which has been amended to extend the deadline for refunds to 7 days before your camp session, instead of 60 days.** Our hope is that this change in cancellation policy allows you to hold off on any decision to cancel until closer to your camp dates.

- **7+ Days Notice:** Any cancellation received more than 7 days before your camp session will receive a full credit towards another session or refund of any amount paid above your deposit and registration fee.

- **Less than 7 Days Notice:** Any cancellations within 7 days from your camp session will result in funds being forfeited and applied toward the MISSION 42:1 Camp Scholarship Fund to provide a camp experience for families in need.

In the unlikely event Deer Run is mandated by the government to cancel camp due to COVID-19, or Deer Run makes the decision to cancel your camp session(s), your family will have the following options for your camp registration:

- Receive a full credit of all funds paid to rebook for a Day, Overnight, or Family Camp next summer or for a 2020 Family Event such as the August Father-Son Adventure Weekend or September Mother-Daughter Getaway Weekend.
- Receive a full refund if requested.
- Give any portion of the funds paid as a tax-deductible donation to help sustain Deer Run's ministry through this difficult season.

Payments: There is an option of a monthly payment plan for early registrations. Calculated monthly payments are automatically scheduled with the same method of payment used for the deposit. All final balances are drafted on May 15th. **Full balance is required for any registrations made after May 15th.**

Deposits: Non-refundable deposits are required to complete registration: \$50 for Day & Adventure Day Camps, \$100 for Overnight Camps, and \$200 for 2-week Overnight Camps.

Registration Fee: Deer Run's software company charges a \$4.95 per registration fee for the use of the software. This is paid at the time of registration and is non-refundable. **This fee is transferable if a session date needs to be changed.**

Fees Incurred During Camp Session: Any fees incurred during the camp session including, but not limited to, transportation, extended care, and forgotten lunches, is charged to the payment account on file no later than the Monday after the session ends.

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POLICY: CHANGING A CAMPER SESSION

Call the camp office at 615.794.2918 or email Contact@DeerRun.camp and we will be happy to change your camper's session.

There is no fee to change a camper session, but the request MUST be made more than one week (7 days) prior to the registered camp start date.

Less than 7 Days Notice is Considered a Cancellation: Any request made for a session change LESS than one week (7 days) prior to the registered camp start date will be considered a cancellation and all payments will be forfeited. At this time, a new reservation would have to be made to change a camper session.

POLICY: EARLY DROP OFF / LATE PICK UP

DAY CAMP: For any day camper who IS NOT REGISTERED for Day Camp Extended Care and who is dropped off earlier than 7:30 a.m. or picked up later than 4 p.m., there is a \$5 charge for every 15 minutes for extended care.

For any day camper who IS REGISTERED for Day Camp Extended Care and who is dropped off

EARLIER than 7 a.m. or picked up LATER than 5 p.m., there is an additional \$5 charge for every 15 minutes.

OVERNIGHT CAMP: For any camper who is picked up later than 11 a.m. on Saturday, there is a \$5 charge for every 15 minutes after 11 a.m.

POLICY: EARLY PICK UP/CAMP ABSENCES

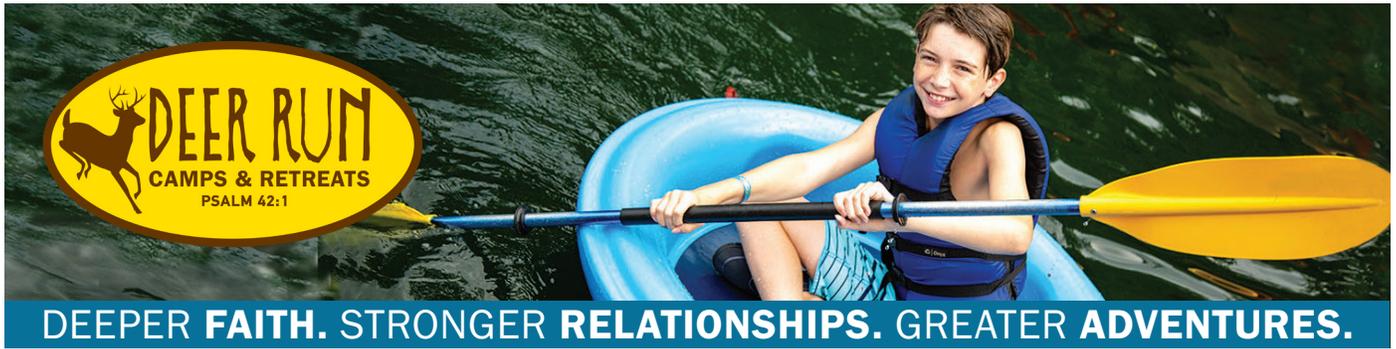
Early Pick Up: If you need to pick up your camper early, **make arrangements at least 2 hours prior** by calling the office at 615.794.2918. Failure to do so will likely result in a longer wait as your camper will be involved in activities.

Absences: Registration fees are not refundable for absences during the camp week nor are they transferable to another date.

Absences include any hours missed due to:

- late arrival or early pick up for any reason
- missing camp because of sickness
- missing camp due to an injury
- missing camp due to inclement weather (See "Inclement Weather at Camp" Policy on page 4.)
- being sent home because of behavioral issues (See "Camper Behavior" Policy on page 4.)

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POLICY: CAMPER PICK UP

For camper safety, all campers must go through the camper check-out process.

The person picking up a camper **MUST** have the camper pickup code and is **REQUIRED** to show or say the code to Deer Run staff each day at checkout in order for the camper(s) to be released to them.

A camper will not be released to someone without the camper pickup code or to someone even if the staff recognize them and have seen them each day of pick up.

If the person picking up your camper(s) does not have the camper pick-up code, they will be asked to contact the parent or guardian of the camper to retrieve the code. If the parent or guardian does not answer the phone, the camper(s) will not be released. If the camper(s) has not been picked up by 4:15 p.m., a \$20 extended care fee per camper is charged.

PICKING UP AT CAMP

Pickup is different than in prior summers. This summer, those who are picking up campers will remain in their vehicle. **SHOW OR SAY** the camper pickup code to the Camp Staff when you arrive. Your camper(s) will be ready to pick up at The Fortress entrance once you get there. You will stop to pick up your camper(s), then continue driving in one direction to exit the Camp.

PICKING UP AT THE BUS LOCATION (*Day & Adventure Day Campers*)

SHOW OR SAY the camper pick-up code to the Bus Staff person for your camper(s) to be released to you.

SHARING CAMPER PICK-UP CODE WITH FRIENDS AND FAMILY

Your camper pick-up code is chosen by you and set during the registration process.

You are welcome to share your camper pick-up code with any friend or family member who will be picking up your camper but please know Deer Run staff are not permitted to divulge the code to anyone at any time.

CHANGES can be made in your online account UP UNTIL 1 WEEK BEFORE the camp start date.

You may access your account [HERE](#) to see or update your code.

For questions regarding the camper pick-up code email Contact@DeerRun.camp or call the office at 615.794.2918, Monday–Friday, 8 a.m. to 5 p.m.

POLICY: VISITORS AT CAMP

Due to our extra precautions in keeping campers safe and healthy, we are not allowing visitors at camp.

We must limit the people who will be on the property and in the facilities, so unfortunately this includes parents and/or family members of campers.

You can call to check on your camper; but rest assured, if you have not heard from us, they are doing great!

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POLICY: INCLEMENT WEATHER AT CAMP

Should inclement or threatening weather occur, precautions are taken by Deer Run staff to ensure the safety of all campers. If the weather is not threatening, camp-related activities will continue by moving indoors with some modification to activities if necessary.

We respect parents' individual decisions whether or not to bring their children to camp if threatening weather is forecasted. However, no refunds are given. (See "Early Pickup & Camp Absences" Policy on page 2.)

POLICY: CAMPER BEHAVIOR

Campers who cause harm either physically, verbally or emotionally to another camper or campers or who are disruptive to another camper's experience may be sent home. This includes non-participation in the program, bullying, stealing, telling inappropriate stories, using foul language or any other behavior which detracts from the Christian and wholesome environment of Deer Run.

The Camp Director will initially deal with behavior issues by discussing the problem with the camper. However, if positive results are not attained, then a parent(s) or guardian(s) will be notified to pick up the camper from camp and the camper may not return during that camp session. The camper may or may not be allowed to register for and attend another session.

No refund or credit is given if a camper is sent home.

POLICY: LOST & FOUND

Items are put in a Lost & Found container in The Fortress and are kept for two weeks (14 days) before being donated. Check the Lost & Found container before leaving camp to check for items belonging to your camper. You may also call the Deer Run office to schedule a time to pick up items left behind.

POLICY: CAMP STORE BALANCES

View your camper's purchases and balance in your online account [HERE](#).

Any unused camp store bucks in the amount of \$10.00 or more are refunded to the credit card or e-check we have on file within one week from the end of camp. You may also choose to make a tax-deductible donation of the full amount of your camp store balance to the Deer Run Scholarship Fund.

Any unused camp store balances \$9.99 and under are automatically applied as a tax-deductible donation to the Deer Run Scholarship Fund.