



Summer Camp Registration FAQ

Frequently Asked Questions

What if Owl is closed in the summer due to COVID-19?

While we plan for the best case scenario, we are also prepared for the worst. If our centres remain closed due to COVID19, and camp programs are unable to run, camp deposits and fees will be refunded. Such a decision would be confirmed in late June.

Due to extraordinary circumstances surrounding COVID-19, an interim cancellation policy is in effect for the 2020 camp season only:

- Cancellation requests must be provided in writing with 30-day's notice prior to the start of the camp week in which you wish to cancel. Such requests will be eligible for a full refund of any deposits and/or fees paid to date.
- Cancellations received with 15 to 29 day's written notice will be refunded minus a \$50 cancellation fee per week, per child.
- No refunds will be issued with less than 15-day's notice.
- If child care centres remain closed due to COVID-19 and camp programs are unable to run, camp deposits and fees will be refunded. If camp programs are operating, the above cancellation deadlines will apply.

If my child is starting JK (Jr. Kindergarten) this coming September, can they attend camp at Owl this summer?

Children must be currently attending JK and have finished one full school year to attend Owl's Jr. Camp program.

My child will complete grade 7 in June, but will be 13 years old during the camp season. Can they still register for Owl Camp?

Owl's Summer Camp is licensed for children who have completed JK up to 12 years of age. If your child completes grade 7 in June, they must be younger than 13 years old during summer camp in order to attend.

What is the difference between Jr. Camp and Sr. Camp?

Jr. Camp is for children who are currently attending Jr. Kindergarten (JK) or Kindergarten (SK) at school this year.

Sr. Camp is for children who are currently in Grades 1 to 7 this year, and who are younger than 13 years old as of July 1.

Can I register in person?

No, summer camp registration is only available online. If you don't have access to a computer and/or require assistance, one of our centre supervisors will be happy to assist you with online registration at any of our [summer camp locations](#) in Kitchener, Waterloo, Cambridge or Ayr.

Do I still register online if I receive child care subsidy?

Yes. All registrations are done online. Once the centre receives confirmation of Child Care Fee Subsidy for your child(ren) for the weeks you wish to register for, the centre supervisor can provide you with a subsidy discount code that allows you to bypass the Payment section when checking out from the camp registration system. The centre supervisor will follow up with you if you have been assigned a partial payment by the Region.



If you are a current Owl family, you will have received a letter notifying you if you qualify for a subsidy promo code and what your code is, if applicable.

If you are not a current Owl family, please contact your subsidy case worker and ask them to send a Confirmation of Fee Assistance letter to the centre supervisor. Once received, the supervisor can issue you a subsidy discount code. Please note that camp spaces fill up quickly. To ensure you have a space, you may wish to register now, pay the \$50/week per child deposit on a credit card and then follow up with your case worker. If subsidy is later approved, your deposits will be refunded.

Can I register multiple children at the same time and pay in one checkout?

Yes! With the online registration you may register and pay for multiple children at once. When you set up your household, add all children you wish to register. Choose "Start a New Application" and then select (check) the children you wish to register. You'll then move to step 2 where you select weeks. At the top of this section you will see tabs for each child. Add camp weeks to your cart for your first child and then click on the 2nd child's tab to add their camp weeks. If you don't see the tabs, scroll to the bottom of all weeks and click on the red "Add People" link.

I require accommodation in order to access the summer camp registration process. How can I get assistance?

If you require assistance, one of our centre supervisors will be happy to assist you at any of our summer camp locations. [Click here](mailto:info@owlchildcare.org) for a contact list for our locations. You may also contact <mailto:info@owlchildcare.org> for assistance.

If my child is currently not attending Owl's Before or After School Program, can they still attend Owl's Summer Camp?

Absolutely! We welcome new families and children do not have to be currently enrolled in an Owl school-age program. However, children who are currently enrolled in Owl's before and after school program do have first priority to registration starting 2 weeks prior to registration opening to the public.

Do my children have to be enrolled into a school that has an Owl Child Care centre attached to it or be Catholic to attend camp at Owl?

Children do not have to be enrolled in school at one of Owl's current locations or be Catholic to attend camp at Owl. Owl welcomes all families regardless of their home school or religion.

I'm new to Owl, which centre should I select for Summer Camp?

On the main [Summer Camp Registration](#) web page, you will see all 7 of our camp centres listed, along with their address. You may wish to select the location nearest your home or work.

What are the benefits of Owl's online registration system, CampBrain?

Owl has teamed up with CampBrain. This program is well known in the industry and is user friendly. Here are just some of the benefits of CampBrain:

- Register and pay for multiple children in the same registration application.
- No additional fees for paying by credit card.
- All families have the option of paying a deposit by credit card, with the balance due in two installments at a later date.
- All camp forms and waivers are filled out online.

At time of registration, your selected week is held for 30 minutes in the que allowing you time to complete your registration and mandatory forms.

Do I need to create a new account? What if I attended camp in previous years?

Families who attended camp at Owl last summer may login as a returning user. Once you access the home page of the registration system, if you are a returning user, enter your login details on the left side. If needed, use the forgot my password option to access your account.



Families who did not attend summer camp last year will need to create a new camp user account. Creating a new user account is quick and easy, just complete the details on the right-hand side and choose Create Account. Once you register for camp, much of the information you add this year will carry over for following years.

Why is there is a message on my screen not allowing me to register?

During the first few hours of registration opening up for the season, there will be many people wanting to sign up at this time in order to ensure their spot. In order to guarantee that individuals who are currently working on their registrations will have a fast and error free experience, the system uses a "throttle" approach which allows only a set number of individuals to register at one time. If this happens you will see a message on the screen letting you know there is a lot of people registering at that moment and you will be able to proceed shortly. ***It's important to refresh your browser until the message disappears.**

I'm on the Summer Camp registration page - now what?

The online registration is user friendly. Be sure to read all the instructions at the top of each page before proceeding. Be sure to **save** and **Complete** each form as you go along.

- Create an account if you haven't done so yet. Log in if you have already created an account.
- Click the "Manage People and Household Information" button to add your household and children's information.
- Click the "Start application" button to begin the registration process. Follow the onscreen instructions.
- Fill out all the mandatory forms. Your registration is not complete until you do.
- Select your payment of choice.
- Review and submit your application.
- Check your email inbox and junk folder for a confirmation email indicating the details of your registration.

***If you have not received a confirmation email, you are not registered.**

The camp week(s) that I want is (are) full, what do I do?

If a camp week is full, you will see an orange **Waitlist Available** indicator beside the week. To add your child to the waitlist, click on **Show Details**, then **Add to Waitlist**. If a space becomes available, the supervisor at that location will contact you. Wait list priority goes in order of the date and time it was submitted at. You may also choose to check the availability at another one of Owl's 7 camp locations and sign up there.

What happens if I start the registration process and for some reason can't complete it?

Whatever you have saved and completed will still be there when you login at another time. If you started an application, you will continue were you left off. However, please note that once you add camp weeks to your "cart", they are only held in queue for you for 35 minutes. After that time passes, those spaces are released and available to others who are trying to register.

The online registration won't allow me to continue to the next step, how do I check out?

In order to move on to the next step, you must complete all mandatory information and forms. The website is intuitive and error messages will pop-up telling you what you need to do. If problems persist, please contact your centre supervisor or marketing@owlchildcare.org.

I've paid my deposit, when do I have to pay the remainder of my camp fees?

For those who choose to pay the deposit rather than the full amount at the time of submitting their application, the remaining balance is split into two payments with 50% due July 1 and the final balance due August 1.

How do I know if my registration went through?

Upon successful registration, you will see a confirmation message appear on the screen and you will receive a conformation email indicating the details of your registration. Please check your junk mail box for an email from Owl Child Care.

If you did not see a thank you message and did not received a confirmation email, you are not registered. Please go back into the system and register again.



Need Additional Weeks?

Just log back into the camp system and follow these steps:

- Choose View Registration Details
- Add Campers, Sessions or Options
- Check off the child's name.
- Then proceed to add camp weeks.

Does Owl provide snacks and lunch during summer camp?

Owl serves lunch and two nutritious snacks prepared onsite by our cook, where applicable.

- Owl-Franklin does not have a kitchen; as a result, children are required to bring a bagged lunch three days a week and Owl will provide snacks daily, plus lunch (e.g., pizza or subs) two days per week. If you are attending Owl-Franklin, please refer to our bagged lunch policy.

Due to severe allergies, all Owl locations are designated as Allergy Safe. Educators, in partnership with parents, do their utmost to ensure children with allergies are kept safe. Allergy lists are posted in the food preparation areas and serving areas.

What is the cancellation policy?

Due to extraordinary circumstances surrounding COVID-19, an interim cancellation policy is in effect for the 2020 camp season only:

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- Cancellations received with 15 to 29 day's written notice will be refunded minus a \$50 cancellation fee per week, per child.
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- If child care centres remain closed due to COVID-19 and camp programs are unable to run, camp deposits and fees will be refunded. If camp programs are operating, the above cancellation deadlines will apply.

Please be reminded that this is an interim policy and is only in effect for the summer 2020 camp season. Our usual camp cancellation policy (below) will remain in place in future years:

- Requests for cancellation / withdrawal must be submitted to the centre in writing by April 30. If received on or before this date, any payments for that week will be fully refunded.
- Refund requests received between May 1 and May 31 will be subject to a \$50 cancellation fee per child, per week.
- **NO CANCELLATIONS OR REFUNDS** will be issued after May 31, 2020: **YOU ARE RESPONSIBLE FOR 100% OF THE WEEKLY CAMP FEE**, regardless of our ability to fill your spot.
- Per our official Payment Policy, credits are not issued for missed days due to illness, injury, vacation or other conflicts or for unforeseen centre closures (e.g., natural disasters).

I need to change my forms but they are locked, what do I do?

Once your forms are submitted, you will need to contact the centre supervisor if you need to make changes. The supervisor can make minor edits on your behalf or re-open the form allowing you to edit it in your registration portal.

Where can I find my camp financial statement?

Upon logging in to the summer camp registration website, click on the blue "View registration details" button. Scroll down to the **Financial** header, then click on the link [Download Printable Season Account Statement](#).

In late February, Owl will email you an official Camp Tax Receipt. This tax receipt will contain the same information as on the Printable Season Account Statement, but will include the header of Tax Receipt and a few notes about how to apply that to your taxes. You will receive one tax receipt per child.



I forgot my password, how do I reset it?

In the Sign-in box at the bottom of your screen, click the "Password reset" words. This will bring up a new screen where you will then put in the email address that you used for your CampBrain summer registration account. After adding your email address, click the blue "Submit" button. The next screen shows confirmation that an email has been sent to you in order to reset your password. Be sure to check your junk mailbox to ensure you don't miss the email.

My children are attending camp at Owl-Franklin. Why do I have to provide lunch 3 days a week?

While children attending Owl-Franklin summer camp can expect the same quality of care, education and fun offered at our locations, Owl-Franklin does not have a kitchen with an onsite cook. In order to keep the cost parallel to our other camp locations, children are required to bring a bagged lunch three days a week and Owl will provide snacks daily, plus lunch (e.g., pizza or subs) two days per week. If you are attending Owl-Franklin, please refer to our bagged lunch policy.

What if my child has food allergies?

Owl Child Care is committed to the fundamental principle of providing and maintaining a healthy environment for all children and staff. In particular, this includes all those who may be susceptible to anaphylaxis, the term used to describe acute, severe, life-threatening allergic reactions to a substance. Owl's goal is to minimize and control allergies through education. Employees and students that work in the centres are required to participate in anaphylaxis training bi-annually. In addition, a review of the use of Epi-pens and Twinjects® is conducted a minimum of twice annually.

Although it is difficult to ensure a risk-free environment, Owl has designated all of its locations as "Allergy Safe" and will not knowingly serve nut products. Anaphylactic reactions to other substances (for example: eggs & milk) are dealt with on a case by case basis. Owl requires that any individual (e.g., children, employees, students, and volunteers) at risk for anaphylaxis have an Individual Emergency Anaphylaxis Plan.

In an effort to provide an Allergy Safe environment, we ask that you do not send food from home unless your child has an approved Food Agreement. For programs that require a bagged lunch be sent from home, parents are not permitted to include nut products and to comply with our [Bagged Lunch policy](#).

Why might week 10 be cancelled?

In 2020, Labour Day falls on September 7, resulting in the possibility of 10 weeks of summer (compared to the usual nine). The school boards have not yet confirmed the 2020-21 school year calendars. In order to fit in the required number of school days, some school boards may have teachers and/or children return to school the week prior to Labour Day. Should this happen, Owl will cancel week 10 of camp and will refund any families who registered for that week.

Please note that our camp at Owl-Franklin will only run nine weeks of camp in 2020 in order to allow our youth development program team to complete training and prepare for the school year.