

Boy Scout Summer Camp 2016 Registration FAQ's

Q1: Why was the summer camp reservation system changed?

A: To better serve our members, the Michigan Crossroads Council formed a committee last year to research options and to find the best solution for improving our website's ability with regard to appearance, navigation, functionality, and event registration for our units, unit leaders, and our camps. After an exhaustive research and selection process, two solutions were recommended and acted upon. TM Productions will be the new host of the Michigan Crossroads Council website, and 24x7 Scouting by Black Pug software will provide the event and facility registration needs of our council.

Q2: Did the camp fee increase for 2016?

A: No, the 2016 summer camp fee remains the same as in 2015; \$300 for Scouts, and \$135 for Adults.

Q3: What are the major changes to the summer camp reservation process?

A: The summer camp reservation process still involves (1) making your unit's summer camp reservation and paying a \$200 non-refundable deposit, (2) estimating the number of Scouts and Adults expected to attend, (3) making a 1st payment for participants, (4) signing up for Merit Badges and Activities, and (5) making a final payment. New for the 2016 process is the confirmation of the estimated number of participants (purchasing registration "slots").

Q4: Why is it necessary to purchase registration slots?

A: In past years due to the faults of the "estimate" process, MCC camp reservations typically experienced weeks of camp reservations being closed prematurely based on estimates – some as high as 250 Scouts (a full week at some camps!). Under the new system, the guesswork is removed, and we can more effectively manage summer camp attendance to help make sure that we are not needlessly turning Scouts away from attending camp this summer and that we are fully utilizing our camps and facilities.

Q5: What are the 2016 key registration dates?

A: The "Pre-Registration Period" begins this summer at camp and continues until December 31, 2015. During this period, a \$200 non-refundable deposit is required in addition to the estimated number of Scouts and Adults expected to attend. Next is the "Registration Period" which runs from January 1 to May 31, 2016. During this period there is no deposit required, however, the unit must specify how many registration slots (youth & adult) are needed and pay a registration fee equal to \$50 per slot with a registration minimum of \$200 (4 slots). Units that registered during the "pre-registration" period must then confirm their estimates by February 1, 2016. At

that time, \$50 per slot will be due (4 slot minimum). Units that fail to confirm their estimates by February 1st may have their 2016 summer camp reservation cancelled. The 2nd summer camp payment of \$100 per slot is due on April 4, 2016 for the number of slots reserved by each unit. Merit Badge registration also begins on April 4th. For new units registering on/after April 4th, \$150 per slot reserved will be due at the time of registration. Units cannot select Merit Badges for Scouts until the \$150 payment has been made and reservation slots have been confirmed. Final summer camp payments are due by May 2, 2016. Any payments made after this time (with the exception of brand new Boy Scouts or Webelos Crossovers) will be charged an additional \$15 per registration slot.

Q6: Were there any changes made to the Council Payment/Refund Policy?

A: Yes – The significant change is the value basis for refunds. Just as in prior years, if a participant cancels their reservation more than 30 days prior to the start of the event (the Sunday of the beginning of their week at summer camp), they are entitled to a refund. The cancellation fee is now, however, based on 15% of the value of the reservation and not the amount of fees paid at the time of cancellation. Likewise, there is still no refund for cancellations made less than 30 days before the start of the event. For example; if a Scout cancels his summer camp reservation 30+ days prior to the start of camp and has only paid \$50 toward his total camp fee of \$300, the 15% cancellation fee is \$45 (15% x \$300, not 15% x \$50) and the subsequent refund would be \$5 in this case. If a Scout cancels his reservation less than 30 days before the start of the event (and is not replaced by the unit) there is no refund.

Q7: Can a unit increase the number of slots for their reservation?

A: Yes, however, only if there are available slots at camp at the time of request. Reservation slots are first-come, first-served.

Q8: Can a unit reduce the number of slots they have confirmed?

A: Yes, but the number of slots cancelled is subject to the Council Payment/Refund Policy. For example; if a unit reduces their number of Scout registration slots by 3 and they do so 30+ days before the start of their week at camp, the cancellation fee would be \$135 (15% x \$300 x 3). Prior to units confirming their slots, they are still in “pre-registration/estimate mode” and can freely reduce their estimate numbers. Once the estimates have been confirmed and turned into “slots”, then the MCC Payment/Refund Policy is in effect.

Q9: When does a unit have to put a name to a registration slot?

A: Registration slots can be anonymous until Merit Badges are selected and no later than May 2nd for adults. Names can, however, be entered at the time of registration if they are known.

Q10: If a unit has slots reserved and is current with the payment schedule before the May 2nd payment deadline, but does not make final payment until after May 2nd, what happens?

A: When the unit does not make their final payment for Scouts until after the May 2nd final payment deadline, the registration system will add the \$15 late payment fee per the number of slots paid late to the unit's registration balance due. There is no late fee for adults. Units are strongly encouraged to please pay on time!

Q11: Do Webelos Crossovers or brand new Boy Scouts have to pay the late fee?

A: No; there is no late fee for Webelos Crossovers or brand new Boy Scouts.

Q12: How long does a unit leader have to add/subtract their number of registration slots?

A: Until May 31st.

Q13: Can a unit leader make changes to existing slots after May 31st?

A: Yes, a unit leader can edit existing slots until midnight on the Friday before the unit arrives at camp. Unit Leaders are strongly encouraged to access their summer camp reservation often to make any needed changes, additions, or payments to make sure that all information is up-to-date and ready for check-in day. Having a "camp-ready" reservation saves valuable time on check-in day and speeds-up the financial check-in process.

Q14: Do all summer camp payments have to be made by the unit leader or their designee?

A: No – New for 2016 is "*Parent Portal*." Parent Portal will be available to all MCC summer camp units and must be selected by the unit leader to be activated. Parent Portal allows for the unit leader to print registration cards equal to the number of reservation slots the unit has made. Each registration card has access information (log-in ID) for a parent to access the registration system and made the payments. In addition to making payments, "*Parent Portal*" can also be set up to allow the parents to make Merit Badge selections for their son's summer camp reservation. Parents can be issued a QR Code to see the Merit Badges that have been selected by their son. The unit leader can still view the registration process and retains editing rights to Merit Badge selections made by the Scout's parents. Units using *Parent Portal* must agree to still follow the summer camp payment schedule and must also still adhere to the Council Payment/Refund policy.

Q15: What "tools" are available to a unit leader to help with the summer camp process?

A: The new registration system offers a very robust array of reports found on the "Reports" tab to help unit leaders manage their summer camp registration. Under the "Reports" tab units can print a unit roster, print individual class schedules, print Scoutmaster-view class schedules (all Scouts), see completed Merit Badge requirements post-camp, and print Blue Cards.

Q16: Can unit payments be made at my local Service Center or Camp?

A: No. Please make all payments via the website's registration system.

Q17: What methods of payment are accepted online for Summer Camp 2016?

A: The only accepted method of payment for Summer Camp 2016 is by electronic check (e-check). Users will need to enter their name, bank name, account number and bank's routing number. This information can be found on the check.

Q18: Who should I contact if I have registration/payment questions?

A: Please contact the Camp Director of the camp you will be attending or send your question to Camp.Michigan@Scouting.org and we will forward to the appropriate person. Please make sure to identify your unit # and the camp you will be attending.

Thank you for choosing a Michigan Crossroads Council Camp!