



**DEEPER FAITH. STRONGER RELATIONSHIPS. GREATER ADVENTURES.**

# FAQ

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## FAQ

### About Deer Run Camps

#### IS DEER RUN AFFILIATED WITH A SPECIFIC DENOMINATION?

Deer Run Camps are non-denominational Christ-centered camps that teach fundamentals of God's word from the Bible.

#### WHAT IS THE SPIRITUAL EMPHASIS?

Deer Run's camp program focuses on creating a positive Christ-centered environment in order to help build strong character in the lives of young people. It is a place to have fun, make friends and learn more about God. We openly promote who God is and share Biblical truths from God's Word throughout the entire camp experience including recreational activities. Every staff member is a follower of Jesus Christ and models Christ-like character. Our staff respects each individual camper's right to make his or her own decision about accepting Christ as his or her Savior.

#### HOW ARE CAMPERS GROUPED?

Deer Run strives to maintain a 1:6 staff to camper ratio for day camps and 1:8 for overnight camps. Overnight campers are in cabin groups by gender and age/grade. Day campers are in small groups by age/grade.

#### HOW ARE SUMMER STAFF CHOSEN?

From September to February, Deer Run camp directors make personal visits to college and university campuses across the southeast and midwest to seek out mature Christian college aged students — ages 18 to 25 — who desire to serve in ministry for the summer.

Applicants must exhibit outstanding maturity, leadership and character in order to be a strong role model to campers of all ages. Applicants...

- are personally interviewed by the camp directors,
- submit 3 personal references and
- are thoroughly screened using national background checks.

Summer staff responsibilities include:

- investing themselves in getting to know their campers by engaging them in conversation, listening to them, caring about them and praying for them;
- creating an exciting, engaging environment for God to speak to each camper; and
- committing to the overall success of the camp program by working alongside other staff members to create a positive, memorable and impactful experience for campers.

Call the camp office at 615.794.2918 if you have additional questions.



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### General Camp Questions

#### **CAN MY CHILD ATTEND A DIFFERENT AGE-GRADED CAMP DUE TO HIS/HER MATURITY AND/OR ABILITY?**

We believe campers have a more positive experience if he/she is grouped with other campers who are the same age/school grade. Activities and small group Bible studies are designed for specific ages.

#### **DOES DEER RUN OFFER CAMP PROGRAMS FOR CHILDREN WITH SPECIAL NEEDS?**

We make every attempt to serve campers who have physical or emotional disabilities. However, the physical setting of hilly terrain and rocky areas makes it challenging for campers with certain physical limitations. Call the camp office at 615.794.2918 to discuss the particular care your camper will require before submitting your registration.

#### **HOW DO I CHANGE MY CAMPER'S SESSION?**

We understand that sometimes when you register your child for camp you may not know your summer schedule. To request changing a camper's session, you must call the camp office at 615.794.2918.

**7+ Days Notice:** There is no fee if changing a camper session MORE than one week (7 days) prior to the registered camp start date.

**Less than 7 Days Notice:** If a request to change a camper session is made LESS than one week (7 days) prior to the registered camp start date, there is a \$75 fee which is required to be paid at the time of the change.

#### **WHAT DO I DO ABOUT ABSENCES OR PICKING UP MY CHILD EARLY?**

Although we understand that absences will happen, we ask that you help your child have a great camp experience by limiting 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, missing camp because of sickness, injury or inclement weather or being sent home because of behavioral issues.

**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 with their group.

#### **WHAT KIND OF COMMUNICATION WILL I RECEIVE BEFORE CAMP BEGINS?**

Approximately 2 weeks prior to the camp start date parents receive an informational email about the first day of camp and how to help make this a successful camp experience for you and your child.

#### **WHAT IF MY CHILD RUNS OUT OF CAMP BUCKS BEFORE THE END OF THEIR CAMP WEEK?**

Campers use Camp Bucks from their individual camper account when they visit the Camp Store to purchase drinks, snacks, merchandise or apparel. You can view your camper's purchases while they are at camp and purchase more Camp Bucks at any time by logging into your account. Camp Bucks do not expire. If unused, they remain in the camper's account and can be used at a future date. Day Camp Bus Staff are not allowed to take money for Camp Bucks.

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### General Camp Questions (cont.)

#### HOW CAN I COMMUNICATE WITH MY CAMPER?

If you have non-emergency information which needs to be communicated to your camper, Monday through Friday, 8 a.m. to 5 p.m., call the camp office at 615.794.2918 or email [Contact@DeerRun.camp](mailto:Contact@DeerRun.camp).

If there is an emergency, contact the camp director at 615.491.3581. Please limit your communication with the camp director to actual emergencies.

Your camper will be fully engaged during their camp experience, so it is not possible for our staff to direct personal, non-emergency calls to campers.

Assume your child is having a great time and trust our staff to contact you if necessary. If an issue arises with your child, the camp director will call you immediately. A camp nurse will contact you about health or injury issues.

#### MAY MY CHILD BRING A CELL PHONE TO CAMP?

Cell phones are on the "What NOT to Pack" list. Do not send phones or other electronic devices to camp. These are a distraction to your camper and to other campers and may become lost or stolen. Items not allowed at camp will be collected for safekeeping and returned at the end of camp.

#### WHAT KIND OF TRANSPORTATION IS USED FOR DAY CAMPS?

Deer Run offers camper transportation to and from day camps via a bus. For questions related to bus safety and seat belts, visit [www.nhtsa.dot.gov/School-Buses](http://www.nhtsa.dot.gov/School-Buses).

#### MAY I TOUR THE CAMP FACILITIES?

Absolutely! We have three Open Houses (March, April and May) from 2 to 4 p.m. with come-and-go guided walking tours of the facilities and an opportunity to meet the camp director and some of the summer staff. You'll find exact dates on the main camp page: <http://deerrun.camp/camps>.

If you missed open house and want to visit the camp either before summer camp begins or during a camp session, call the office at 615.794.2918 for a scheduled personal tour.

#### WHERE DO I VIEW PHOTOS & VIDEOS?

Our staff photographer takes photos of campers and camp activities throughout each week of camp. Photos are usually uploaded between Wednesday and Friday of each week at [www.deerrunphotos.smugmug.com/browse](http://www.deerrunphotos.smugmug.com/browse).

Share photos via social media or email. Prints, keepsakes or electronic downloads may be purchased.

**When making purchases, 85% of the purchase price goes into the Deer Run Scholarship Fund** which helps provide a camp week or family event experience for families in need.

A private Vimeo link to a video of your child's camp session will be sent to you via email at the beginning of the week following their camp session. The video can be downloaded and/or shared with others.

*Call the camp office at 615.794.2918 if you have additional questions.*



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## **FAQ**

### **Health, Safety, Snacks & Overnight Camper Meals**

#### **WHAT DOES DEER RUN DO & WHAT CAN I DO TO PROVIDE ENSURE HEALTH AND SAFETY?**

First, parents or guardians can help prevent the spread of sickness by keeping children at home when they have been diagnosed or show signs of illness – particularly illness which can be spread to other campers.

Deer Run staff take every precaution to protect campers from sickness or injury. Camp staff are trained in safety, basic first aid and accident prevention. Certified, licensed nurses are on site during each camp session to handle injuries, administer over-the-counter meds as needed plus administer prescribed meds which campers bring to camp.

#### **HOW DOES DEER RUN ENSURE CAMPERS GET PLENTY OF FLUIDS?**

Water fountains and water coolers are located throughout the camp property. Water breaks are scheduled to help ensure campers do not experience dehydration.

#### **WHAT IS THE PLAN FOR INCLEMENT WEATHER?**

Should inclement weather occur, precautions are taken by Deer Run staff to ensure the safety of all campers by moving them indoors or to sheltered areas. In such instances, camp activities will continue with possibly some modification.

#### **WHAT IF THREATENING WEATHER IS FORECASTED BEFORE CAMPERS ARRIVE?**

Deer Run respects parents' individual decision whether or not to bring their children to camp if threatening weather is forecasted. However, no refunds are given.

#### **MY CHILD IS NOT A SWIMMER OR NOT A STRONG SWIMMER. HOW IS LAKE TIME SUPERVISED?**

Certified lifeguards are on duty during all scheduled lake activities. Additionally, summer staff accompany their campers when they are in the lake.

All campers, regardless of swimming ability, are required to wear a life jacket at all times while in or near the lake. Life jackets are provided by Deer Run and are properly fitted to the campers before entering the water.

#### **CAN MY CHILD BRING SNACKS?**

Campers may bring snacks for day camp, but not for overnight camp. All campers have a scheduled time each day to visit the Camp Store for purchasing snacks. Healthy snack options are available.

Food is not allowed in the cabins for overnight campers, and food should not be mailed to campers in care packages.

#### **WHAT TYPE OF MEALS ARE SERVED TO OVERNIGHT CAMPERS? HOW ARE FOOD ALLERGIES HANDLED?**

Our chefs prepare nutritious, healthy meals which are kid and teen friendly. Information regarding your camper's food allergies should be included in your account. You can update allergy info in your camper's account at any time.

Our Food Services Director runs a report for each overnight camp session and makes adjustments for specific camper allergies. However, Deer Run may not be able to accommodate ALL allergies and dietary restrictions; and we cannot prevent, nor guarantee, a cross-contamination-free environment. Call the office at 615.794.2918 if you have concerns about your child's diet.

Campers should also accept responsibility for adhering to their specific diets.

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### My Account: Registering or Updating Info

#### REGISTERING FOR CAMP OR FAMILY EVENTS

Registration for camps or family events is accepted throughout the year. A deposit is required to reserve a space.

If a summer camp session is full, you can sign up online for the waiting list for that session. You will be contacted when a space becomes available.

You need to set up an online account to register for camp or a family event at Deer Run. You can...

- make reservations for individual campers for summer camp sessions
- make reservations for your family for family camp or family events
- add Camp Bucks to an individual camper account or a family account, as well as view purchases
- add/change t-shirt size and friend requests
- update contact or financial information
- add/change persons on your authorized pick-up list

Once an account is set up, changes can be made at any time by logging in with your username and password.

#### PAYMENT DUE DATES

After the deposit is paid, a monthly payment option is available in the cart. The remaining balance will be divided into equal payments and automatically charged to the same account on the 15th of each month. The final payment for camp must be made by May 15.

You may also choose to pay a deposit and then the balance on March 15.

If you register after the final payment due date (May 15), full payment is due at the time of registration.

#### UPDATING FINANCIAL INFO/PAYMENT INFO

Payments can be made with...

- Credit Card: MasterCard, VISA, Discover
- E-Check

Log into your account to update Financial Info.

#### CHANGES TO T-SHIRT SIZE, FRIEND REQUEST OR AUTHORIZED PICKUP LIST

**Changes must be made NO LATER than 2 weeks before camp start date.** Log into your account to update any of this information.

**To make a change less than 2 weeks before the camp start date:** Email [Contact@DeerRun.camp](mailto:Contact@DeerRun.camp) or call the office at 615.794.2918, Monday-Friday, 8 a.m. to 5 p.m.

**Friend Request:** Two camper friends may be together during the camp session. We want all campers to make as many new friends as possible, so we encourage only one friend request per camper.

Both campers should have each other's names listed as their one friend request when submitting their online registration. If the two campers are not the same age, the older camper will be placed in the same group as the younger camper.

During registration, you may also request a camper who should not be placed in the same group as your camper.

Call the camp office at 615.794.2918 if you have additional questions.