

FAQ Regarding Big Lake Youth Camp's Cancellation of Reservations, Summer 2020

Q: If I still have questions after reading this document thoroughly, what should I do?

A: Please email your question to office@biglake.org. We are all working from home and have limited access to retrieving voicemails and responding in a timely manner.

Q: Will all reservations for the summer of 2020 be cancelled?

A: Yes, all reservations will be cancelled. No exceptions will be made.

Q: I got into the camp I wanted. Can my place be held for summer 2021?

A: No, unfortunately, we cannot hold a space for the summer of 2021.

Q: How do I get a refund if I made a reservation for camp this summer?

A: Fill out the 3-question form attached to the email about camp being cancelled, or email us at office@biglake.org with your request. Please specify the amount to refund.

Q: Who can request a refund from your account?

A: Unless there are special circumstances, the request needs to come from the primary account holder.

Q: Will my refund be a full refund or will the non-refundable fee be kept?

A: Because these cancellations are due to COVID-19, **ALL** monies will be refunded, including store deposits.

Q: How long will it take to get a refund?

A: Under normal circumstances, refunds are processed quickly and would show up on your bank statement within a few days. With that being said, we anticipate more requests than normal since we're cancelling all summer reservations. Please allow us up to three weeks to process your request.

Q: Can I get my refund in the form of a check even though I made the reservation with a credit card?

A: No, unfortunately we have to process your refund using the same method by which you made the payment.

Q: What if the card I used to make the reservation is no longer active?

A: If the card you used to make the reservation is no longer active, you will receive your refund in check form.

Q: What if someone who isn't listed on my account paid for the reservation(s)?

A: The refund will go back on the card used for making the reservation regardless of who is listed on your account.

Q: I don't need a refund, but how long will the funds stay in my account?

A: Funds left in an account longer than 2 years will expire, and will be put toward various BLYC projects.

Q: If I don't need a refund, where will the funds I paid be held? Will they be available to use towards my next summer reservation(s)?

A: Upon cancellation of your reservation(s), all funds paid for the summer of 2020 will be held in your account. These funds will stay in your account for use for camp for up to two years. If you decide you would like those funds refunded before the two years is up, simply email office@biglake.org, and include the amount you would like to be refunded.

Q: My child was awarded Campership Scholarship funds to attend camp this summer, will I need to reapply to receive those funds for the summer of 2021?

A: Yes, you will need to apply next year, as your financial circumstances may have changed.

Q: If my child received a Friendship Certificate to be used for registration this summer, will it still be good for the summer of 2021?

A: You will need to contact the church you received the certificate from. If they do not request that you return the certificate, we will honor it for the summer of 2021.

Q: If I filled out an application for the Abba's Child program, Horse Trail Extreme RAD camp, or Fly Fishing RAD camp, will I need to fill out the application again for the summer of 2021?

A: No, if you were accepted into one of those three camps, we will honor your application next summer. You will still need to register your child next year, but will receive the password before registration opens for 2021.

Q: What's happening at camp if summer camp isn't going on?

A: We're hoping to start rebuilding the Lodge, and have a new Lodge ready for 2021!

Q: How do I donate to the Lodge Building Project?

A: There are several options available. 1) Fill in the amount you want to donate on the form linked in the email regarding your cancellation. 2) Log into your reservation account, click "View My Finances" on the left side of the page, then click "Donations". You will be able to make a one-time donation or a recurring donation. 3) Visit BigLake.org and click on the DONATE button below the rendering of the Lodge. Or 4) Send a check to our business address: 19800 Oatfield Rd, Gladstone, OR 97027. Please name Big Lake Youth Camp as the payee, and include "Lodge Building Project" in the memo section.

Q: Will the PCT Center be open?

A: No, the National Forest is currently closed, and we will not have the staffing to open the PCT Welcome Center this summer.

Q: Can I still visit Big Lake this summer?

A: No, the United States Forest Service has closed the Willamette National Forest to recreational activities until September 30, 2020, and as a tenant of the Willamette National Forest, Big Lake Youth Camp is complying with the closure.

Q: When will registration for summer 2021 open?

A: Typically registration opening day for kids' summer camp is the first Sunday in February. For the 2021 summer, this will be February 7, 2021 at 8 a.m. Registration opening day for Family Camp is the last Sunday in February, which will be February 28, 2021 at 8 a.m.

Q: Why can't the Lodge be reinforced or repaired?

A: We've received a recent engineering report that eliminates the option of reinforcing the current Lodge. The needed repairs to the roof cannot be made because the underlying building does not have the structural integrity required to withstand the snow loads at camp.