Camp Ketcha Families,

Thank you for your patience while we navigated technical hurdles yesterday. If you are still waiting for a call or email back from us, know that we are working hard to get through our many messages from yesterday. At 7:00 yesterday morning when we opened up registration for 8 or more weeks, we learned that our registration portal was freezing up, emptying people's carts and not showing an accurate view of what was available to register for. This caused a lot of confusion and stress for families who rely on us for childcare and had prepared ahead of time to be ready for this registration phase. ***Camp Brain has investigated what went wrong and they have assured us that we are all set to open registration tomorrow at 7AM for the remainder of families.*** We were able to send out a google form and have families select which weeks they would like to register for and we are now done manually registering those families.

Pre-Registration Details
We closed our pre-registration option yesterday as well because of the high volumes we were seeing. We are reopening pre-registration for families who have not yet had the chance.
Pre-registration will be open until 9:00pm tonight.
At that point it will shut down until 7am tomorrow morning. **Please note that our $20 registration fee is non-refundable.** Pre-registration allows you to create an account and fill out all of the necessary forms but is not guaranteeing you a spot in camp. This year our waitlist will be managed through Camp Brain so you will need an account to be added to our waitlist. For this reason we have opened pre-registration back up.

For families hoping to register tomorrow at 7AM:
We have had many questions about how registration will work tomorrow. You will be able to log into your account on Camp Brain at 7AM and register for any available weeks. The people at Camp Brain let us know that families should not log into the same household account on multiple devices and no one should refresh their page due to slow speeds unless the message on the page says to do so.

For families who filled out our google form for 8+ weeks of camp:
Please log into your account and make sure we have registered your camper for the weeks that you selected. You will also need to pay your $50 per week deposit. If your camper is waitlisted for any weeks, you will not need to pay the $50 deposit unless we can move them off of the waitlist. Waitlisted weeks count towards your 8+ weeks. If you need assistance logging in and paying, please see instructions below:

1. Login to your Camp Brain Account-https://campketcha.campbrainregistration.com/
2. Under View My Registrations- select Ketcha 2023
3. On the next page scroll to the very bottom under FINANCIAL and click on New Payment (It will show the full amount due).
4. On this screen you can adjust the amount to pay ($50 per week/per camper).
5. <u>If deposits are not paid by tomorrow at 4pm we will remove your registration</u> and open up spots for families on the waitlist. *(This does not apply to families applying for a scholarship)*

For Families that completed the google form for less than 8 weeks:
Registration opened yesterday for families registering for 8 or more weeks. **If you completed the google form for less than 8 weeks your registration was NOT processed**. <mark>You will need to register tomorrow morning at 7am.</mark>

For families hoping to register for Counselor-In-Training weeks:
I had many questions yesterday about our CIT program (ages 14-15). If your child is registering for our CIT program and for some reason it says the week is full please reach out to me by email. I will enter your

child's registration for the CIT program manually. Our CIT's become our best staff members year after year and this group is unlikely to sell out.

I am continually amazed by how many families are interested in Camp Ketcha. We have some amazing children and families in our community. In the coming weeks, we will work to manage our waitlists and shift age group capacities so that we can accommodate as many people as possible. We understand how challenging it can be to sign up for camps and childcare even without software issues and appreciate your patience and understanding as we problem solve.

If you know anyone who would make a great Camp Ketcha staff member, our application is open now!
https://campketcha.campbrainstaff.com/

Thank you!

Kara