

### WELCOME

Camp is a life-changing experience that you cannot find anywhere else. Camp combines a unique atmosphere away from “normal” life and gives every camper the opportunity to build lifelong friendships, and independence and experience God and His creation in a fresh way every single day. It truly is something that cannot be replicated anywhere else. The pairing of exciting activities, games, relationships, and Biblical truth is the formula that makes camp a life-changing experience.

Here at CranHill, it is our mission to transform lives into the image of Christ and help foster that life change. We have been blessed to watch God work here in this way over the last 50 years. We take full advantage of the uniqueness of our campus to show each camper how much God truly loves them. We have crafted our Summer Camps to provide a safe, uplifting, and authentic experience for each camper that sets foot here. In this all-inclusive packet, you will find all the information you need as you prepare to send your camper to CranHill. We hope this resource will be a blessing to you and we are looking forward to seeing you soon!

### CAMP PHILOSOPHY

CranHill offers an unforgettable experience for kids young and old through a variety of programs and activities, with top-of-the-line facilities and qualified staff committed to the enjoyment and safety of all our campers. CranHill has been a safe, caring, and exciting place to camp for over 55 years. CranHill Ministries is devoted to being a ministry through which God is transforming lives into the image of Christ through Youth Camps by unapologetically proclaiming and demonstrating the truth of the Bible as God’s Word and Jesus Christ as the one and only Lord and Savior, Nurturing faith in Jesus Christ through Evangelism and Discipleship and, providing opportunities to sense God’s Glory, Wonder, and Creation in our unique atmosphere. In alignment with our Mission, Vision, Values, and Statement of Faith, CranHill welcomes campers of all faiths as well as no faith at all. We don’t require, assume, or expect that all campers are Christians or come from Christian families. Our hope is to simply be like Jesus to everyone who comes to camp so their lives may be transformed into the Image of Christ.

### OUR STAFF

Our staff is the best around. At CranHill they are the key to our ministry. That is why we travel to the best Christian colleges throughout the Midwest to find our summer staff. Each summer staff member must complete an exhaustive written application, followed by a personal interview, and criminal background checks. Our summer staff also go through two weeks of intensive training in their ministry area, prior to the beginning of summer camp. Prior to arrival, each staff member is also required to take child safety training through Ministry Safe, a 5-part safety system to protect children and those who serve them.

### YOUR ONLINE ULTRACAMP ACCOUNT

Every camper and family have an online account through UltraCamp, our online camp software. You can log in using the email address associated with your account. Once you’ve logged in to your account, you can make payments, make reservations, request a bunkmate for your camper, and complete the required forms. If you have questions about your online account or run into issues, you can call our office at (231) 796-7669 and we would love to help you.

### **CABIN ASSIGNMENTS**

In alignment with the CranHill Statement of Faith, Campers are assigned by age and summer program into girls' and boys' cabins that align with their biological sex at birth. If your camper would like to have a buddy in the same cabin, please be sure all bunkmates you request are registered for the same program as your child. We will do our very best to pair your child with one specified bunk mate whenever possible. If your camper has more than one bunkmate, we can make no guarantees we can put all of them together, especially on full weeks of camp when bunks are limited. However, we will do our best to pair them all together. There is a bunk mate request form that can be filled out upon signing up for camp. To request a bunkmate:

- Please Log-in to your UltraCamp Account
- Select the Camper and Register for a camp session.
- Under Additional Information while registering for camp, please fill out the Bunkmate Request (or Group Name) Option.

### **NAME TAGS**

Upon arrival, each camper is given a name tag that they are required to wear the entire time they are at CranHill. This provides identification to staff and other guests. CranHill Ranch camper name tags will be created one week before your child arrives at camp and will use the registered name in your UltraCamp Account. Their name on the name tag will be used by cabin leaders, other campers, and camp staff during their time at CranHill. Any changes to names to accommodate informal versions of their given birth name (i.e. Lizzy for Elizabeth, Ricky for Richard, etc.), or nicknames are to be made in your UltraCamp Account, by the parent/guardian only, and may not be changed by the camper during their time at camp. Their name tag also includes a bar code for their Barn Store account allowing summer camp to be a cashless system for their purchases. Last-minute requests by parents/guardians, due to an oversight, may be considered at registration but it is highly recommended to make sure the name is correct in your UltraCamp Account. Additionally, in alignment with our Statement of Faith, CranHill only uses traditional pronoun usages that align with the biological gender housing campers are assigned to.

## **CAMPER COMMUNICATION**

### **CAMPER MAIL & PACKAGES**

During registration, there will be a series of bins labeled with each day of camp for you to leave mail that will be delivered to your camper each day of the week. This is optional for all parents and is a service we will provide free of charge. If you or other friends/family members want to send mail to your camper you can send mail and packages throughout the week as all major package delivery companies (USPS/UPS/FEDEX) service CranHill. Please address any mail as shown below.

**CranHill Ministries**  
Camper Name & Camper's Cabin  
14444 17 Mile Road  
Rodney, MI 49342

All Mail and Packages will be delivered to the campers each day. Campers can also send mail home! If your child desires to write letters home, please send pre-stamped and pre-addressed envelopes with them to camp.

### CAMPER EMAIL

You can also send emails to your camper that we will print and deliver to your camper each day. If you would like to send emails this is a service that you must sign-up for through your UltraCamp account (*a fee is required for this service*).

Here is how it works:

- Log in to your “online account”
- Select a camper and week that you would like to email.
- Click “additional options”.
- Select “email a camper” and purchase email credits if needed.
- Type a Message and then “Send Message”.

**NOTE:** This is a **one-way service** and campers will not be able to respond. Emails are printed daily (except on the last day) at 3:00 PM and delivered with regular mail after dinner. On the last day of camp, emails are printed at 11:00 AM and delivered during the lunch hour. Any messages received after this time will be discarded.

### CAMPER PHOTOS

CranHill takes and publishes all our camper pictures to a hosted gallery each week of camp. Due to our child protection policies, we will not post pictures of campers until after the conclusion of each week. There will be a link to the full picture gallery sent to you so you can look through the gallery for pictures of your camper.

You can also find a small collection of featured pictures from each week captured by our media team on the CranHill Facebook page at the end of each week. Pictures will be in an album bearing the previous week’s dates.

### VISITING

**We ask that parents and family refrain from visiting camp during the week.** We strongly encourage you to send letters, emails, and packages! Parents are invited to tour the facilities and meet the staff on Opening and Closing Days only. If you need to schedule an early pick-up for sports, appointments, or other family matters please contact our office at 231-796-7669 so we can arrange the details. In order to protect our campers, staff, and campus please call ahead. All unauthorized visitors will be stopped and possibly asked to leave.

### PHONE CALLS

Due to the volume of campers, CranHill doesn’t permit campers to make or receive phone calls. However, there may be circumstances where our Leadership Staff or Health Officer may reach out to you about your camper. To be sure you recognize a call from us our **main office number is 231-796-7669**.

### EMERGENCIES

In case of an emergency at camp, parents will be notified immediately. But if an emergency arises at home, we ask that parents call the **Camp Office at (231)796-7669** to leave an emergency message and a CranHill Leadership Staff Member will return your call. CranHill staff will gladly assist you and your camper in every situation.

## PACKING INFORMATION

We suggest that you **label each item with your camper's name**, and have your camper involved in the packing process so that they know what belongs to them. It is a good idea to send old clothes they recognize as their own, not a lot of new ones they won't remember belonging to them. Leave expensive clothing and valuables at home and try to pack light! **Label each bag with the Camper's Name, and how many bags they have (1 of 3, 2 of 3, 3 of 3, etc.).** Cabin Leaders will do their best to help your camper keep up with their belongings. However, we cannot be responsible for lost items. Please consider this when making decisions of what to pack for camp.

## PACKING LIST

### CLOTHING

- Casual clothing for the outdoors
- Shorts (mid-thigh is minimum length)
- Shirts (no tank tops, spaghetti straps, bare mid-riffs, or open backs)
- Jeans or long pants for horse rides and/or colder weather
- Socks, underwear, etc.
- Swimsuit (Females - no mid-riff showing. Males - no speedos)
- Warm jacket or sweatshirts
- Light rain jacket or poncho
- 2 pairs of shoes (athletic)
- Flip flops or sandals
- Water shoes for river tubing (not flipflops)-*For Fuel and Momentum camp only.*

### SLEEPING

- Sleeping bag and pillow (Campers sleep in bunk beds)
- If bedwetting is an issue: send sheets and blankets rather than a sleeping bag. **Our Laundry facilities cannot wash sleeping bags.** Also, include a spare set so that the bedding can be replaced while being washed.

### PERSONAL ITEMS

- Toothbrush/toothpaste
- Bath towel & washcloth
- Soap/shampoo
- Hairbrush
- Insect repellent/sunscreen
- Deodorant

### OTHER

- Small Backpack/Daypack
- Beach towel
- Bible/Notebook/Pen
- Water Bottle
- Dirty clothes bag

### OPTIONAL

- Camera
- Flashlight
- Reading material/journal
- Stamps & pre-addressed envelopes

## ADDITIONAL ITEMS FOR SPECIALTY CAMPS:

### HORSEMANSHIP CAMP

- Jeans or full-length pants
- Closed-toe, flat sole boots with a low heel. Hiking boots or trainers are not appropriate.

### WATER SPORTS CAMP

- Campers should bring a 1-piece swimsuit.
- Extra beach towel
- Jackets and ski equipment are provided, but Campers are welcome to bring their own if they have them.

### ADVENTURE CAMPS

- A custom packing list will be provided

**SWIMWEAR GUIDELINES-** Swimwear should provide adequate coverage, fasten securely, and be designed for active wear. Campers wearing inappropriate swimwear will be asked to change.

### WHAT NOT TO BRING

Cell phones, Video players, Music devices, Computers, Electronic Games, Pets, Fireworks, Money, or Food of any kind “unless part of a special diet” and, any items of value. CranHill is not responsible for lost or damaged items. These items will be confiscated and returned at the end of camp.

**POSSESSION OF THE FOLLOWING ITEMS WILL BE GROUNDS FOR IMMEDIATE DISMISSAL FROM CAMP:** Intoxicants, tobacco products, marijuana, or drugs, matches or lighters, knives (including pocketknives), or weapons of any kind.

**Note:** because our desire is to provide a safe environment for every camper who visits the Ranch, we reserve the right to search the luggage and/or belongings of individual campers.

### MORE ABOUT CELL PHONES & MUSIC PLAYERS

We know that many campers and parents want to try to stay connected during camp. They are amazing pieces of technology that have made entertainment and staying in touch so much easier. Yet, cell phones and music players prove to be VERY problematic and disruptive at camp by drawing campers away from what is happening around them. We want to give all campers a break from “normal” and encourage them to unplug and connect with their Cabin Leaders and cabin mates. We want to encourage all campers to grow in their independence and be immersed in the camp experience free of digital distractions while at CranHill. Any cell phones, music players, or other electronic devices brought to camp will be held by the Program Director or Program Manager until the end of the camp week and then returned.

### FOOD & CANDY

Unless part of a special diet outside food and candy are not allowed inside of housing facilities at CranHill. With the increase of significant food allergies in our campers as well as critters and insects searching for food, we ask all campers to avoid bringing any outside food into their cabins. Campers will have time in the Barnstore to purchase snacks and can keep them in their cabin if they are **unopened**. All opened candy and food must be consumed outside of the cabin or discarded before entering housing facilities.

### LOST & FOUND

Parents are urged to label all clothing and personal items with a permanent marker. There will be a lost and found table at the closing ceremony of each camp week and parents are encouraged to check this table as well as their campers’ cabin for lost items. If a lost item cannot be located, please fill out a lost and found slip (located at the closing ceremony or the Barnstore) and our staff will seek to locate and return that item to you. We have an excellent record in identifying and returning lost and found items that are labeled. **Parents will be responsible for the cost (Shipping and Handling) of mailing any items home.** Any underwear and socks left at camp are disposed of. At the end of each camping season, we hold a yard sale to dispose of any remaining items. Local resale shops will receive any remaining unclaimed and unsold items.

## DIRECTIONS, ARRIVAL & DEPARTURE INFORMATION

### DIRECTIONS FROM U.S. 131

- Take **Exit 139 (Big Rapids) - PERRY ST**, also known as **M-20**.
- Take **M-20 EAST** about 2 miles (to the entrance of Ferris State University).
- Turn **LEFT** onto **STATE ST** (following M-20 east). Go 0.7 miles.
- Turn **RIGHT** onto **MAPLE ST** by Family Video (still on M-20 east). Go 0.6 miles.
- Turn **RIGHT** onto **THIRD AVE** just past the BP gas station (still on M-20 east). Go 0.2 miles.

- Turn **LEFT** onto **COLBURN ST** by the Eastside Party Store. Colburn St becomes 16 MILE RD. Go 3.3 miles.
- Turn **LEFT** onto **160<sup>th</sup> AVE** (large CranHill sign on corner). Go 1 mile.
- Turn **RIGHT** onto **17 MILE RD** (there is a yield sign at the corner). Go 1.7 miles.
- Turn **LEFT** into the **MAIN ENTRANCE** of CranHill by the main sign and Stone House.
- The Main Office will be on the right after you turn in.

### DIRECTIONS FROM THE EAST SIDE OF THE MICHIGAN

- From the **M-20 / M-66 intersection**, in the town of Remus, take **M-20 WEST**.
- Follow **M-20 WEST** about 6 miles to the town of Mecosta.
- Continue on **M-20 WEST** about 8 miles to Rodney. In Rodney, instead of following M-20 to the left toward the Marathon gas station, **GO STRAIGHT** onto **120<sup>th</sup> AVE**. Go about 2 miles.
- Turn **LEFT** at the stop sign onto **16 MILE RD**. Go 1.5 miles.
- Turn **RIGHT** onto **135<sup>th</sup> AVE**. Go 1 mile.
- Turn **LEFT** onto **17 MILE RD**. Go 1 mile.
- Turn **RIGHT** into the **MAIN ENTRANCE** of CranHill by the main sign and Stone House.
- The Main Office will be on the right after you turn in.

### ARRIVAL

**Opening day:** Sunday 4:00 PM- 5:00 PM (Please do not arrive before 3:30 PM)

*\* Opening day times may vary for some of our programs like Ignite partial weeks, Adventure Camps, and the Ranch Hand Program. You will receive alternate information regarding those camps.*

Opening Day is an exciting time for everyone! When you arrive, you will be greeted by a staff member at the main entrance of camp who will give you a flyer that will guide you through our registration process. You will then be directed to our Saddle Ridge Parking lot, where you will park, drop off your camper's luggage, and then walk to our Saddle Ridge Pavilion where our registration tables will be located, and the check-in process will begin promptly at 4:00 P.M. For campers with medication our Health Officer will have a table set up at registration and all camper medication (both prescription and over the counter) will need to be checked-in to the health officer. **Please see the medication section below for more detailed information.** Cabin Assignments will also be provided upon check-in and your cabin leader will be waiting in your cabin to meet and welcome you to camp!

Once you arrive at your camper's cabin you will find that their luggage has been dropped off on the porch for you. After you have met the cabin leader you can move in camper luggage and select a bunk for them. The cabin leader will be introducing your camper to other members of the cabin during this time and helping everyone get to know each other. At 5:00 PM parents are invited to join all campers at our opening ceremony for the week located in the tent outside the Lodge parking lot (Just north of where you parked at Saddle Ridge). The opening ceremony is a great way to get a general overview of the week and get your questions answered by one of our Directors. At the conclusion of the opening ceremony, we will give all parents the opportunity to give their campers a hug and to say goodbye.

On Opening Day, the Barn Store (camp store) will not be open, but we will have a camp store table located at registration to answer any questions regarding your camper's store account. Money can be placed in a store account at registration or in advance via your UltraCamp account for campers to utilize throughout the week. **Adding money to**

**your store account in advance will save you time on registration day.** Camp gear will be available to purchase in the Barn Store on closing day.

### DEPARTURE

**Closing day:** Friday 2:00 PM-3:00 PM (Please do not arrive before 1:30 PM)

*\*Closing day times may vary for some of our programs like Ignite partial week, Adventure Camps and the Ranch Hand Program. You will receive alternate information regarding those camps.*

There will be a short closing program that begins at 2:00PM on Friday afternoon in The Tent that will wrap up the camp week before picking up your camper. Campers will have had lunch and will be packed and ready to go before the ceremony begins. When parents arrive, every person entering the grounds on the day of check-out must be checked by designated camp staff to determine if they are authorized to pick up campers. **Camp staff will check the picture ID of each person and if they are approved to pick up a camper, they will be given a sticker containing the camper's name, cabin, and cabin leader.** The approved parent, guardian, or representative will take their sticker and give it to the camper's Cabin Leader following the camp closing ceremony. The check-out sticker is the sign that the person is approved to pick-up a camper or campers. **No camper will be released without a sticker given to the appropriate Cabin Leader.** If a person does not have an approved sticker, the individual(s) will be accompanied back to the check-out tent to acquire the sticker or to contact an approved parent or guardian to obtain permission to pick up a camper or campers.

After the closing ceremony cabins will be dismissed to group up around the outside of the tent in preparation for pick up. After final instructions, parents will be released to pick up their campers. Please give your authorization sticker to your campers Cabin Leader. **No camper will be released without a sticker given to the appropriate Cabin Leader.** Once you have your camper you are welcome to head back to their cabin to pick up their belongings and walk them to the parking lot, but before leaving the tent please be sure to visit the Health Officer table in the Tent to pick up leftover medication as well as check the lost and found table. On your way out be sure to stop by our Barnstore to grab leftover money from your camper's account and grab a T-shirt and ice cream for the road.

For our Horsemanship Campers there is a closing "showdeo" down in our horse arena that parents are invited to attend so campers can show off what they learned during the week.

### ADDING PEOPLE TO THE AUTHORIZED PICK UP LIST

You can add people to your campers authorized pick up list at any time before the day of check-out. We encourage parents to add as many family and friends to their authorized pick up list in the event they are not able to arrive at camp to pick up their camper. **If a person comes to pick up a camper and is not on the authorized list, campers will not be released to them until we speak to the primary parent or guardian on the campers UltraCamp Account.** Here is how you can add people to your authorized pick-up list:

1. Log in to your UltraCamp Account.
2. On your account homepage click on the "Pickup Authorization" tab.
3. Click on "Add/Edit Pickup Authorization".
4. Click "Add" and enter the contact information of the person(s) you are adding to your authorized list.
5. Select "Save" and the added person(s) will now appear on your authorized pick list for your camper.



## HEALTH, MEDICATIONS, & FOOD SERVICE

### THE INFIRMARY

Campers who are not feeling well during camp can tell their Cabin Leader who can contact our Health Officer or can take campers to visit the Infirmary at any time. The Infirmary is staffed by our Health Officer who has met all the State of Michigan's guidelines and is onsite 24 hours a day. In case of emergencies a doctor is always on call.

We will contact parents should an emergency arise or if one of the following criteria are met:

1. A camper has a health-related concern.
2. A camper has a temperature of 100 degree or higher.
3. A camper spends more than four hours in the Infirmary.
4. A camper needs to go to the hospital.

Cabin Leaders check in with campers daily and remind them of the importance of staying hydrated, utilizing sunscreen and bug spray and they are available to help campers with any health-related concerns that might arise.

### HEALTH FORM

We are required by the State of Michigan to have a health form on file for each camper. Parents can complete the online Health Form by logging in to their online UltraCamp account and looking under the "Forms" tab. **Health forms should be complete before arriving to camp.**

### MEDICATIONS

All camper and Cabin Leader medications must be turned in to the Health Officer. Camper medications **must be in the original container with dosage and frequency clearly marked**. Camper's medications shall be turned in during registration. All medications should match those listed on the campers' Health Form. If a Health Form was not completed prior to registration parents will be asked to complete a paper Health Form before turning in any medication. You can save a great deal of time at registration by having the Health Form completed BEFORE arriving to camp. All medications will be distributed by the Health Officer, or other qualified personnel under the direction of the Health Officer. A written record of medication administration shall be kept for each camper with prescription medications. The Health Officer is responsible for keeping all medications under locked storage (unless the prescription indicates otherwise) and the Health Officer is on call 24 hours each day while camp is in session.

### BEHAVIORAL MEDICATIONS

We want your camper to be successful at camp. While we think of camp being a fun and relaxing time, it's important to remember that campers are learning new skills, having lots of new social interactions, and need to concentrate on instructions from cabin leaders, not only in the cabin but during activities as well. **We are requiring all campers who normally take psychotropic medications and are in long-term psychotropic therapy to not have elective interruption of their medicines while at camp (aka Med Holiday).**

### ILLNESS POLICY

It is our policy to ask all parents to keep home any camper who exhibits any of the following symptoms: diarrhea, severe coughing, difficult or rapid breathing, yellowish skin or eyes, pinkeye/conjunctivitis, vomiting, contagious rashes, unidentifiable rashes, fever (over 100 degrees orally or 101 degrees rectally) and head lice or nits. Accordingly, we



reserve the right to contact a parent or emergency contact to have the child picked up if he/she exhibits any of these symptoms. We also utilize a "24-hour fever-free policy." This policy mandates that any child sent home with a fever (see above) cannot be readmitted to camp within 24 hours.

Please understand that these policies exist to protect your children. We thank you for your cooperation in this area. Campers who are sick and are potentially contagious will need to leave camp in order to help us ensure the health and safety of our camp community. If you have any questions regarding the health of your child before coming to camp, please feel free to contact the Program Director at 231-796-7669 or email [programdirector@cranhillranch.com](mailto:programdirector@cranhillranch.com).

### HEALTH ASSESSMENTS

We are required by the State of Michigan to screen all campers for good health prior to admission to camp. We request that no campers come to camp ill or with any contagious conditions. Campers need to be fever-free for 24 hours without taking fever-reducing medicine. In addition, if a camper has lice within the last seven days, the camper may be allowed to attend camp with proof of certification from a licensed lice treatment facility approved by CranHill as well as a negative screening from our health team. Campers who are sick and are potentially contagious will need to leave camp in order to help us ensure the health and safety of our camp community. If you have any questions regarding the health of your child before coming to camp, please feel free to contact the Program Director at 231-796-7669 or email [programdirector@cranhillranch.com](mailto:programdirector@cranhillranch.com).

### MEALS

Nutritious meals are prepared under the careful supervision of our trained food service staff to satisfy the appetites of campers. Fresh fruit, vegetables, and other healthy options are offered daily. A salad bar is offered during lunch and dinner meals. At mealtime, as well as with all other camp activities, Cabin Leaders guide campers toward healthy and appropriate choices. Please indicate food allergies and any other special dietary needs on the Camper Health Form. The more information we know ahead of time, the better we can serve your camper. **Please feel free to email any food allergies and/or dietary concerns to our Food Service Manager at [Foodservice@cranhillranch.com](mailto:Foodservice@cranhillranch.com)**

## LIFE AT CRANHILL

### SAMPLE DAILY SCHEDULE

6:45AM	Wake Up	3:00 PM	Store
8:00 AM	Breakfast	3:30 PM	Activity D
8:30 AM	Morning Devotions	4:30 PM	Activity E
9:00 AM	Activity A	5:30 PM	Dinner
10:00 AM	Activity B	6:15 PM	Cabin Bible Study (RAP Groups)
11:00 AM	Activity C	7:00 PM	Game Time
12:00 PM	Lunch	8:00 PM	Chapel
12:30 PM	Rest Time	9:00 PM	Mail
1:15 PM	Waterfront/Cabin Time	9:30 PM	In Cabins

*This is just a sample schedule, and it is subject to change based on different age levels and specialty camps.*

### ACTIVITIES

We value the cabin group dynamic at CranHill and so we schedule activities for cabins to enjoy together. Activities offered vary based on age level and specialty camps, but campers will have opportunities to climb our rock wall, explore the aqua park, try their hand at target sports, ride horses, create a tie-dye t-shirt, and much more! During the afternoon our Cabin Time allows campers to choose activities that sound interesting, and those activities change daily to offer a unique experience for each cabin and each camper. Some activities, such as Lake Tubing or Trail Rides (*For Fuel and Momentum Camps only and included with Horsemanship Camp*) carry an added cost to participate and can be signed up for in your UltraCamp account before arriving at camp.

### MONEY & CAMP STORE

Campers do not carry cash! Money can be deposited into their Barnstore accounts before camp (via UltraCamp) or parents can add money at registration before dropping campers off in their cabins. Camper nametags include a unique barcode linked to their store account which allows them to purchase items. Lose a nametag? Don't worry, our store staff can find your account using campers' last names. This system allows campers not to have to carry cash, eliminates the possibility of theft, and simplifies the process for our store. Campers may purchase store items or donate to our camper scholarship fund from their account. You can add to your camper's store money account during the week through your UltraCamp account, via phone, or with a check.

### BIRTHDAYS

Many Campers celebrate their birthday while they are at CranHill! Just let us know at registration and on the camper's birthday, they are recognized and sung to in front of the entire camp at either lunch or dinner. If you want to leave items with our staff to help celebrate your camper's big day, please leave only non-food items to help us avoid any possible food allergies.

### LAUNDRY

Laundry facilities are not available for camper use at CranHill. In case of an emergency, we will certainly work to meet the camper's needs.

### DISCIPLINE

Camp rules are designed to enhance the happiness and safety of all campers. A leadership staff member will contact parents to let them know if there is a significant or ongoing behavioral problem. Children who do not demonstrate appropriate behavior, in the judgment of the Directors, will be sent home. **Early dismissal from camp will not warrant the refund of fees.**

### HOMESICKNESS

Homesickness among campers is common, especially for first-time campers. Parents can help the adjustment of their campers by leaving them on a positive note. Make sure to set your camper up for success by letting them know you expect them to have fun. Help them to set some goals for camp (meeting people, learning something new, etc.) before you leave and be enthusiastic about their time at camp. "Child Sick" parents often lead to homesick campers.

**It is best not to promise a camper they can come home if they don't like camp.** CranHill Staff is well trained to help campers adjust to camp by immediately involving them in team building and fun activities. Parental support and encouragement are critical to the happiness of the child. *CranHill has an extremely high success rate of working with campers when parents work with us.* A Leadership staff member will contact the parents if a child is homesick to let them know that we are working through the challenge. Homesickness is common but is usually short-lived due to all the fun people and activities at CranHill!

### **POST-CAMP SAFETY AND COMMUNICATION STANDARDS**

CranHill staff and campers are encouraged to stay in touch beyond summer camp via CranHill-sponsored events and camp social media channels. For the safety of the campers, guests, and staff, CranHill staff members and campers should never be alone together in an unobserved context during camp or away from camp (in person or online). Following a camp experience, CranHill staff are not allowed to "friend or follow" campers on any social media platforms. Any contact between campers and CranHill Staff members outside of camp must be approved by the camper's parents/guardians.

### **REFUND / CANCELLATION POLICY**

***If you have a question or concern about payment, please feel welcome to call us at (231)796-7669.*** If for some reason you need to cancel a session of camp please be aware of the below cancellation fee schedule. If for unforeseen reasons CranHill is forced to cancel any sessions you will have the option to roll over your balance to a future CranHill event, donate it to CranHill, or receive a full refund.

Please note that a \$50 non-refundable deposit is due at the time of registration and your full Summer Camp balance is due 1 month prior to the camp session you are registered for.

#### **CANCELLATION FEE SCHEDULE:**

- Cancellations made prior to 30 days from the start of the registered camp week all funds (less the deposit) are fully refundable.
- Cancellations made up to 14 days prior to the start of the registered camp week is forfeiture of 50% of the camp fee(s)
- Cancellations made inside 14 days to the start of the registered camp week is forfeiture of the full camp fee(s).