



Dear Catalina Sea Camper:

The fact that you are reading this means that your summer is going to be awesome! Catalina Island is an ocean paradise and the underwater world will take your breath away. You will experience amazing programs, extraordinary staff and activities that you will never forget!

This Parent Guide contains everything you need to prepare for a fun and rewarding camp experience. Please read through the Parent Guide carefully as it is essential in your preparation for the summer.

The Parent Guide is divided into two sections. The first, Frequently Asked Questions (FAQ). The second section contains the Forms Checklist.

During April, we will release the ACTIVITY GUIDE. This guide will describe the many activities offered at Catalina Sea Camp and walk you through how to sign up for them.

I'm sure many of you have questions around how we will handle COVID-19 during the summer. These details will come just before summer and will be based on the most up-to-date information and guidance from the CDC, California State Government and the American Camp Association. Please look for the "COVID-19 Supplement Guide" some time in May.

Children, now more than ever, need to be outside, off screens, and together. To be able to do this safely in the time of COVID-19, we are asking you – and everyone in our community – to assist in our efforts to keep campers and staff safe and healthy this summer. If you have any questions, please do not hesitate to call our business office at 1-800-645-1423. You can also contact us by e-mail: Summer Camp Registrar at registrar@gdi.org or Paul Kupferman, Camp Director, at paul@catalinaseacamp.org or for scuba questions, Ashley "Peach" Bueche, Dive Director, at diving@gdi.org.

Sincerely Yours,

Paul "Butterkup" Kupferman
Catalina Sea Camp
Summer Operations Director

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SECTION I

3-WEEK CATALINA SEA CAMP

FREQUENTLY ASKED QUESTIONS

A. ARRIVAL & DEPARTURE

1. HOW DO THE CAMPER'S GET TO CAMP?

Catalina Sea Camp staff will escort campers to and from Catalina Island aboard a large boat (700 passenger) leaving from the Queen Mary Terminal in Long Beach. Campers prone to seasickness should take anti-motion sickness medication. The fee for transportation to and from the island is included in the tuition. Due to the location of the dock, you may have to pay for parking. If there are changes or emergencies that will affect camper pick-up or drop-off time or location, you will be notified by email, phone blast and text.

2. WHERE AND WHEN DO I DROP MY CAMPER OFF?

SESSION 79:	MONDAY	June, 14, 2021
SESSION 80:	MONDAY	July 5, 2021
SESSION 81:	MONDAY	July 26, 2021

Drop off timing will be staggered as we will be operating a “drive-thru drop-off”. The schedule will be as such.

Last Names Beginning with A-F - Drop off between 11:00AM-12:00PM
Last Names Beginning with G-L - Drop off between 12:00PM-1:00PM
Last Names Beginning with M-Z - Drop off between 1:00PM-2:00PM

The boat will depart at approximately 2:30 p.m. **LUNCHES ON THE DAY OF DEPARTURE ARE THE RESPONSIBILITY OF EACH FAMILY.** Campers should have eaten lunch before they get on the boat. The snack bar on the boat will not be operational due to COVID regulations. Campers must keep their masks on during the entire crossing.

A map has been provided for you with directions to the terminal in Long Beach. Sea Camp staff will be stationed at various locations in the parking lot to help direct you. For your safety, please heed all signs, follow directions and instructions of staff.

3. WHERE AND WHEN DO I PICK MY CAMPER UP?

SESSION 79:	SATURDAY	July 3, 2021
SESSION 80:	SATURDAY	July 24, 2021
SESSION 81:	SATURDAY	August 14, 2021

Campers should arrive from Catalina at the Queen Mary terminal at approximately 12:00 p.m. Please make arrangements to pick your child up at the terminal at the appropriate time. Please bear in mind that the boats are not always on schedule and we request your patience should they run late. Any camper not picked up within 1 hour of arrival in Long Beach will be charged a late fee of \$50.00 per hour. This charge must be paid upon pick-up of camper.

4. WILL CAMP PICK UP AND/OR DROP OFF MY CAMPER AT THE AIRPORT?

Unfortunately no. Based on guidance from the American Camp Association and the CDC, we will not be offering our usual airport service this summer. Travel guidelines will likely change before summer and it is difficult to predict what restrictions will be in place. We are currently asking that all campers arrive by private transportation. We will not be providing transportation to and from the airport for summer 2021.

5. CAN MY CAMPER STAY AT CAMP BETWEEN SESSIONS?

Campers attending more than one session of camp, will NOT be able to stay at camp from one session to the next. This means that the camper must be picked up at the end of one session and then brought back to Long Beach at the beginning of the next session.

6. HOW DO I GET TO THE QUEEN MARY TERMINAL IN LONG BEACH?

We will be using Catalina Classics at The Queen Mary terminal in Long Beach. The address is 1046 Queens Highway, Long Beach, CA 90802. Please see the attached map.

Directions to Sea Camp and Check-in

Take the 710 fwy South
into Long Beach. Stay
in the right lane,
follow all signs to
Queen Mary which will
lead you to the Catalina
Express terminal inside
the Queen Mary gate.

Parking: First 1/2 hr free
Fees vary from \$12/hr to
\$15/day

If you get lost please
call Sea Camp at:
(424) 226-2715

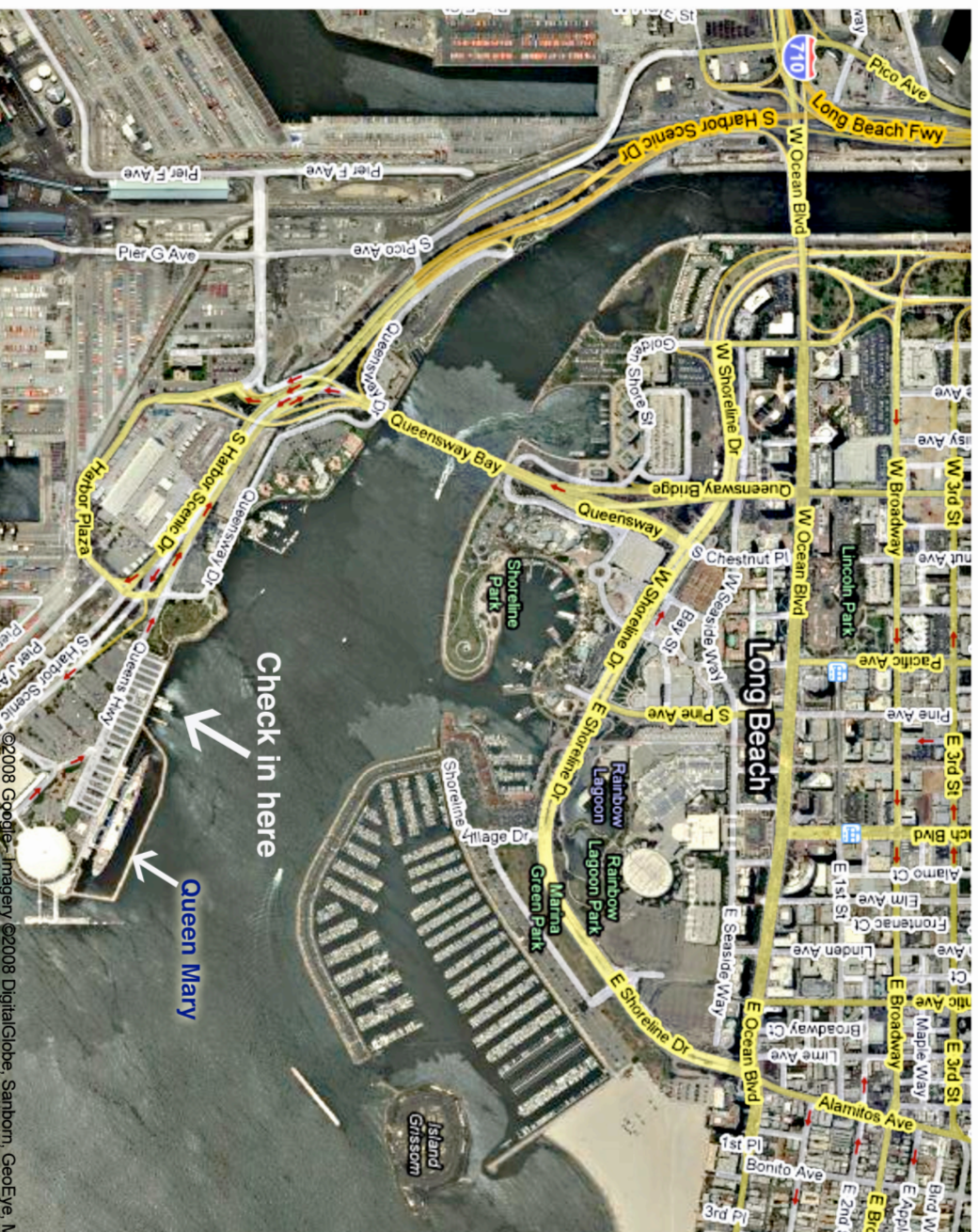


Catalina Classic Cruises

Located next to the Queen Mary
at the Catalina Express Terminal

Catalina Sea Camp Check-in

1046 Queens Hwy, Long Beach Ca 90802



B. MEDICAL

1. DOES MY CAMPER NEED A PHYSICAL?

YES. The physicians examination form is available through the “Forms & Documents” link on your online account. Have this form completed by your physician prior to the start of camp. The physical must have taken place within one year of the start of their enrolled session.

ALL SCUBA DIVERS MUST COMPLETE ADDITIONAL PAPERWORK THAT WILL REQUIRE A DOCTOR’S SIGNATURE.

IF YOUR CAMPER HAS A HISTORY OF ASTHMA, OTHER RESPIRATORY OR CARDIOVASCULAR PROBLEMS AND THEY WANT TO PARTICIPATE IN A SCUBA DIVING COURSE, THEY MUST BE EXAMINED BY A DIVING DOCTOR. THESE DOCTORS ARE SPECIALLY TRAINED TO EVALUATE PEOPLE WITH THESE CASES.

2. HOW DO I RETURN MY CAMPERS’ REQUIRED FORMS?

Once the required forms have been completed, there are THREE OPTIONS for returning these documents.

A. COMING SOON!!! UPLOAD TO CAMPANION APP (PREFERRED) - This will be done by taking a picture of the document and uploading to your account on the CAMPANION APP (details on final page of this Parent Guide).

B. FAX (PREFERRED) - There should be a small bar code located in the lower right hand corner of each page of the forms. Be sure when faxing these documents back, that the bar code is visible. Please fax those documents to (949) 627-8084.

C. UPLOAD AS A PDF (PREFERRED) - To upload these documents, log into your account and click the “Forms & Documents” link, then find the appropriate corresponding form. You will see an upload arrow on the right side of the section. Click the upload arrow and follow the instructions to correctly upload the documents.

D. SNAIL MAIL - If you are unable to fax or upload the documents you can mail the forms to our physical address:

Attn: Summer Camp Registrar
27282 Calle Arroyo
San Juan Capistrano, CA 92675

3. IF MY CAMPER TAKES PRESCRIPTION MEDICATION’S HOW IS THAT ACCOMMODATED?

All prescribed or over-the-counter medication needed by a camper will be collected at check-in by the nurse. Accurate instructions must accompany the medication. Campers will have access to their medication through the nurse’s office. Campers flying in, must put medication in a carry-on bag to be turned in to the nurse upon arrival at the boat terminal.

4. IF MY CAMPER HAS SPECIAL NEEDS WILL THEY BE ACCOMMODATED?

- **DIETARY NEEDS:** If your camper requires a special diet please click the “Forms & Documents” link and list this on the health history form. If your camper has a more severe allergy, please contact the camp director at 1-800-645-1423 at least two weeks prior to the camp session.
- **PHYSICAL NEEDS:** If special accommodations are needed for your camper to fully participate in the program, please contact the camp director at least one month before camp.

5. WHAT DO I DO IF MY CAMPER IS SICK BEFORE CAMP BEGINS?

Please call the business office at 1-800-645-1423 to discuss the specifics of your child’s medical condition. The health of your camper has an effect on the health of the entire camp community. If ill or injured, a doctor’s release will be necessary at check in.

6. WHAT HAPPENS IF MY CAMPER GETS SICK OR INJURED AT CAMP?

The medical professional on site will make an informed decision about whether or not the parent or guardian needs to be contacted based on the severity of the illness or injury. The primary parent or guardian will be contacted by phone.

C. COMMUNICATION

1. WHERE DO I MAIL A LETTER TO MY CAMPER?

Address all mail to: Campers Name
Team number (will be given at check in)
c/o CIMI @ Toyon Bay
PO Box 796
Avalon, CA 90704

NOTE: WE ARE NOT ACCEPTING PACKAGES OF ANY KIND! THEY WILL BE SENT BACK AND YOUR CAMPERS STORE ACCOUNT WILL BE CHARGED FOR SHIPPING. IF YOUR CAMPER NEEDS AN ITEM PLEASE CALL US FOR APPROVAL.

2. CAN I CALL MY CAMPER?

Telephone calls to or from your camper are not allowed due to their busy schedules. If you have some concern about your child, our camp staff is available to help you. In case of an emergency you may contact the camp. Our camp office is open between 7:30 a.m. and 9:30 p.m. at (310) 510-1622. Calls after 9:30 p.m. may be answered by an answering machine. The camp office is closed on weekends.

3. CAN I EMAIL MY CAMPER or RECEIVE EMAILS FROM THEM?

Camper communication is now done within your camper account. Please log into your account and then click on the email link, the system will guide you through the process of purchasing "CampStamps" to send emails as often as you'd like throughout the session to your camper. **WE WILL PROVIDE YOU WITH 5 "CAMPSTAMPS" PER CAMPER, PER WEEK, PER PARENT WHICH WILL BE ADDED TO YOUR ACCOUNT RIGHT BEFORE CAMP BEGINS.** More information can be learned by reading the detailed instructions at the end of this guide.

4. CAN I SEE PICTURES OF CAMP EACH DAY ONLINE?

Pictures will be posted each night. It is free to view the pictures, and prints can be purchased through our photo gallery at catalinaseacamp.smugmug.com. We will do our best to make sure each camper has a picture in the gallery, but we cannot guarantee this. Digital copies of camp photos are free to save to your devices.

5. CAN I VISIT MY CAMPER?

No. In order to keep our camp population we are not hosting a Visitor's Day for summer 2021.

D. WHAT TO BRING TO CAMP

1. HOW SHOULD MY CAMPER PACK THEIR GEAR

Please limit luggage to no more than 2 bags and a backpack. To help with the sorting of the luggage on the first day of camp, male campers should tie a **GREEN** string on his bag and female campers should tie a **RED** string on her bag. Also, make sure all luggage has a visible tag with the camper's name and address written in ink.

2. WHAT SHOULD MY CAMPER PACK?

This is a minimum list. Everything on the list has a function. We suggest checking off or counting the exact number of items on this list below. Please keep this form at home to ensure that all the items are accounted for upon your camper's return from camp.

PLEASE MAKE SURE EVERYTHING IS WELL LABELED WITH YOUR CAMPER'S NAME.

3. ESSENTIAL ITEMS PACKING LIST

CLOTHING

___ *T-Shirts* ___ *Sleepwear/Pajamas* ___ *Closed Toe Shoes*

___ *Jeans/Long Pants* ___ *Sweatshirts/Jackets* ___ *Flip-Flops/Sandals*

___ *Underwear* ___ *Swimsuits (3)* ___ *Hat*

___ *Socks* ___ *Shorts*

___ *UV Protective wear (optional purchase - gruvywear.com - click "Camp Orders" and type in Catalina Sea Camp)*

BEDDING & LINENS

___ *Sleeping Bag (REQUIRED)* ___ *Pillow & Pillowcase* ___ *Laundry Bag*

___ *Bath Towels (2)* ___ *Beach Towels (3)*

___ *Twin Fitted Sheet & Blankets (optional)* ___ *Wash Cloth or Bath Puff*

PERSONAL HYGIENE

___ *Soap or Body Wash* ___ *Toothbrush* ___ *Comb/Brush*

___ *Sunscreen* ___ *Toothpaste* ___ *Deodorant*

___ *Chapstick* ___ *Grooming Products*

MISCELLANEOUS EQUIPMENT

___ *Small Backpack* ___ *Sunglasses* ___ *Water Bottle*

___ *Camera (optional)* ___ *Beach Chair (optional)* ___ *Flashlight (optional)*

___ *Dive Gear (ALL SCUBA courses): Mask, snorkel, fins & booties*

4. CAN MY CAMPER BRING A CELL PHONE OR OTHER ELECTRONICS TO CAMP?

Cell phones, IPODs, handheld video games and other electronic devices are NOT ALLOWED. They will be confiscated and put in the camp safe till the end of camp. Camp is a place to make new friends, try new things and gain independence which can be pretty tough if campers are texting friends from home or calling parents. PLEASE leave cell phones at home. Parents, we really need your support as it is especially difficult to reinforce policies without that support from you. Exceptions are made for campers that are flying in. Their phones will be collected upon arrival and kept safe until departure day.

5. WHAT ITEMS SHOULD MY CAMPER NOT PACK?

To ensure the safety of the campers, Catalina Sea Camp insists that the following items not be brought to camp.

MP3 Player/ipod/tablets	AirPods
Smart Watch (Apple Watch)	Any Smoking Products (Vaping/e-Cig)
Mobile Phones/Smart Phones	Expensive Jewelry
Video Games	Spear Gun
Tobacco	Lighters
Marijuana Products (i.e. edibles)	Alcohol
Illegal Drugs	Stereos
Televisions/portable DVD players	Computers
Surf Boards	Fireworks
Skateboards	Hair Dye
Skim Boards	Hair Clippers
Knives of any kind (including dive or filet knives)	Two-way radios (Walkie Talkies)
Inappropriate Card Games (i.e. Cards Against Humanity)	

Catalina Sea Camp does not accept any responsibility for the loss, damage, or theft of such devices. Any abuse of this policy will result in confiscation and storage until the

6. IS THERE A DRESS CODE?

Yes. We ask that our campers dress appropriately and of course comfortably for their various activities at camp.

- We do not allow campers to wear clothing with alcohol, tobacco, drug, religious, political, sexual or obscene printing.
- Please keep the bathing suits modest – What does “modest” mean - No thongs, string or cheeky bikinis for female campers and no Speedo-style bathing suits for the male campers.
- Please send your campers with shorts of an appropriate length. The length of skirts, skorts, and shorts must extend below the camper's thumb tips when the camper's arms are extended at his/her sides.
- We do reserve the right to request campers to change clothing if deemed inappropriate.

C. YOU'RE AT CAMP

1. WHAT DOES THE OVERALL CAMP SCHEDULE LOOK LIKE?

Catalina Sea Camp

3-Week Program Schedule

Breakfast 7:30-8:00

Lunch 12:30-1:00

Dinner 6:00-6:30

	9:00-10:30	10:45-12:15	1:00 - 2:00	2:00-3:30	3:45-5:30	6:30-8:00	8:00 - 9:15	9:15-10:00
SUN		Check-in Long Beach 11:00 AM - 1:00PM	Boat Ride to Toyon		Welcome, Move In, Tour, Guideline Talk	Rec Time Until 7:30pm	7:30-9:15 OPENING CAMPFIRE	Dorm Time
MON	Camper Schedule Introduction and Add/Drop		Quad Time	Dive Deck Orientation, Yacht Club Orientation, Swim Challenge & Beach Party		Rec Time	Crew Night	Dorm Time
TUES	Activity 1 Session #1	Activity 2 Session #1	Quad Time	Activity 3 Session #1	Activity 4 Session #1	Rec Time	Crew Night	Dorm Time
WED	Activity 5 Session #1	Activity 6 Session #1	Quad Time	Activity 7 Session #1	Activity 8 Session #1	Rec Time	Ugly Counselor	Dorm Time
THURS	Activity 1 Session #2	Activity 2 Session #2	Quad Time	Activity 3 Session #2	Activity 4 Session #2	Rec Time	Crew Night	Dorm Time
FRI	Activity 5 Session #2	Activity 6 Session #2	Quad Time	Activity 7 Session #2	Activity 8 Session #2	Rec Time	Elective Night	Dorm Time
SAT	Activity 1 Session #3	Activity 2 Session #3	Quad Time	Activity 3 Session #3	Activity 4 Session #3	Rec Time	Dance 7:30-10:30	
SUN	All Camp Olympics		Quad Time	A/B Beach Party C Backside Trip		Rec Time	CIMIPlex B Blackjack Campout	Dorm Time
MON	Toyon Adventure Day		Quad Time	A/B Tubing Beach Party C's Return from Backside		Rec Time	A/B Elective Night C Movie Night	Dorm Time
TUES	Activity 1 Session #4	Activity 2 Session #4	Quad Time	Activity 3 Session #4	Activity 4 Session #4	Rec Time	Guest Speaker	Dorm Time
WED	Activity 5 Session #3	Activity 6 Session #3	Quad Time	Activity 7 Session #3	Activity 8 Session #3	Rec Time	CIMIWood A Blackjack Campout	Dorm Time
THURS	Chill Day					Rec Time	CIMI TV	Dorm Time
FRI	Activity 5 Session #4	Activity 6 Session #4	Quad Time	Activity 7 Session #4	Activity 8 Session #4	Rec Time	Elective Night	Dorm Time
SAT	Activity 1 Session #5	Activity 2 Session #5	Quad Time	Activity 3 Session #5	Activity 4 Session #5	Rec Time	Carnival 7:30-10:30	
SUN	Visitor's Day					Rec Time	CIMIPlex	Dorm Time
MON	Activity 5 Session #5	Activity 6 Session #5	Quad Time	Activity 7 Session #5	Activity 8 Session #5	Rec Time	CREW NIGHT	Dorm Time
TUES	Activity 1 Session #6	Activity 2 Session #6	Quad Time	Activity 3 Session #6	Activity 4 Session #6	Rec Time	Elective Night	Dorm Time
WED	Activity 5 Session #6	Activity 6 Session #6	Quad Time	Activity 7 Session #6	Activity 8 Session #6	Rec Time	Talent/No Talent	
THURS	Packing - Newly Certified Divers Diving		Quad Time	Packing & Beach Party until 4:00		Group Presentations	Photo Contests, Awards, Slide Show & Final Campfire	
FRI	Pack & Clean	Boat to Long Beach 10:00-12:00						

2. HOW DO I SIGN UP FOR ACTIVITIES?

In the Spring, we will release the **ACTIVITY GUIDE**. This guide will describe the many activities offered at Catalina Sea Camp and walk you through how to sign up for them. Please know that this is **NOT** a first come first serve process, so take your time in selecting your desired activities.

3. HOW DOES THE CAMP STORE WORK?

Once you have registered your camper, you have the option to fund the camp store account at any time prior to your camper's arrival at camp. We generally recommend an average of \$50.00 per week. To fund the camp store account, please log on to your camper's account and click the link named "View Camp Store Account". Please note, at the time you fund the camp store account, your credit card will be charged for the selected amount. **At the end of the summer any remaining balance \$10.00 and below will NOT be refunded to your credit card and will be added to our camp financial aid fund. Any remaining balance over \$10.00 will be refunded to your credit card on file. If you would like to change your selection that was made upon registration, please contact the Sea Camp Registrar at 1-800-645-1423.**

Items available in the camp store include:

Soap/shampoo

Post cards/stamps

Toothbrushes

Sunglasses

Snacks

Sweatshirts

Batteries

Mementos

T-shirts

Hats

4. WILL MY CAMPER'S LAUNDRY BE DONE?

Camper laundry will be done by a professional laundry service twice during the session. There is a laundry facility in camp for emergency use. **NOTE:** Catalina Sea Camp is not responsible for articles of clothing or personal belongings which are lost or damaged by misuse, laundry, shipping or theft.

SECTION II FORMS

3-WEEK CATALINA SEA CAMP

A. CHECKLIST

**ALL REQUIRED CHECKLISTS ITEMS BELOW MUST
BE COMPLETED BY MAY 1, 2021**

**ALL FORMS CAN BE FOUND ON YOUR
CAMPERS' ACCOUNT ONLINE.**

1. ☐ **CAMP TUITION & FEES**
2. ☐ **HEALTH HISTORY**
3. ☐ **PHYSICIANS EXAMINATION**
4. ☐ **PARENT AUTHORIZATION**
5. ☐ **CAMPER EXPERIENCE**
6. ☐ **CAMPER CODE OF CONDUCT**
7. ☐ **ACTIVITY PREFERENCES**
8. ☐ **TRANSPORTATION**
9. ☐ **CAMP STORE ACCOUNT**
10. ☐ **SCUBA PAPERWORK - REQUIRED FOR SCUBA DIVERS**

B. CAMP TUITION AND FEES

Camp fees are due by MAY 1, 2021

2021 Tuition	\$5,450.00
Less Paid Non-Refundable Deposit	\$ 300.00
Total Tuition Due	\$5,150.00

Please Note: No postdated checks. Please make checks payable to “GUIDED DISCOVERIES”. Checks may not be processed immediately. When your credit card is charged, “GUIDED DISCOVERIES” will show on your statement.

C. TRANSPORTATION

Please login to your camper account and complete the transportation form with what arrangements have been made to drop off and/or pick up your camper for camp. If your camper is going to be picked up in a vehicle by someone other than the primary guardians listed in your camper account, then the Name and Contact number **MUST** be provided for the individual who will be the pick up person.

D. HOUSING POLICIES

Catalina Sea Camp believes that meeting new people is an essential part of the camp experience. We encourage you and your camper to think of camp as an opportunity to meet as many new friends as possible. Summer camp is a great way to develop life skills, especially friend-making skills.

- Roommate requests are not guaranteed. We will do our best to accommodate reasonable requests.
- Roommates must be the same gender and in the same age group.
- Age Groups:
 - “A” campers 12-13 years old
 - “B” campers 14-15 years old
 - “C” campers 16-17 years old
- Roommates are grouped by AGE, NOT GRADE in school. This applies to all campers, including those who have skipped grades. The age cutoff date is August 31st. This means that whatever age a camper is on August 31st is what age we consider them at camp.
- Campers will NOT be moved up to the next age group. Campers may move to a younger group, if appropriate and space allows.
- Only reciprocal requests are granted. Please make arrangements with friends at least one month prior to camp requests can be made by logging into your camper account and clicking the “Forms & Documents” link.

A SPECIAL NOTE REGARDING PERSONAL INFORMATION ABOUT YOUR CHILD

We hope you noticed the Camper Experience report included in the online registration materials. We would like to take a moment to discuss this particular report.

Some parents are ambivalent about providing camps with information about personal aspects of their child's behavior or past experiences. Some parents fear that the information may be misused, while others are concerned about their child being "labeled," singled out or treated differently. All parents want to see their child have a good start at camp, unencumbered by past problems.

As seasoned camp directors who are ourselves parents we appreciate these concerns. We also know how invaluable such information can be in assisting us to help your child make as smooth and happy adjustment to camp as possible, something we know all parents want! Very often having prior knowledge about a learning difficulty, a recent loss in or out of the family, a major change in the family or in the child's life can be the crucial factor in helping us be sensitive to your camper's need for patience, understanding, and reassurance. Since children often automatically use their behavior rather than their words to tell us what's bothering them, having advanced knowledge of areas that might be difficult for your child really helps us understand the message in his/her actions so we can assure him/her of a better summer.

Our commitment is never to misuse such information or to release it to unauthorized persons. It will never be used at camp unless necessary, and then only with the greatest discretion. We will certainly let you know if your child is having difficulty. If you have any special concerns about this information or about your child, please feel free to call us. Or, if something comes up before camp begins, please send us a note or call us. As a team we can better assure your child of a successful time at camp!



CAMPANION

Camper Photos & Emails on your phone any time

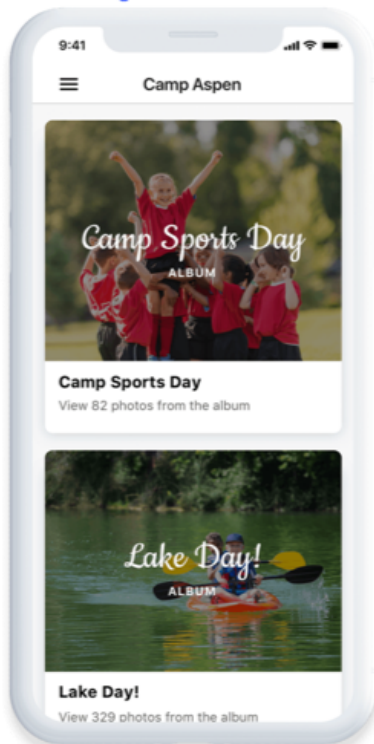
How to Setup Campanion:

1. Download Campanion from the APP STORE
2. Use your Camper Account login info to open the app
3. Follow the opening instructions and take a photo of your camper

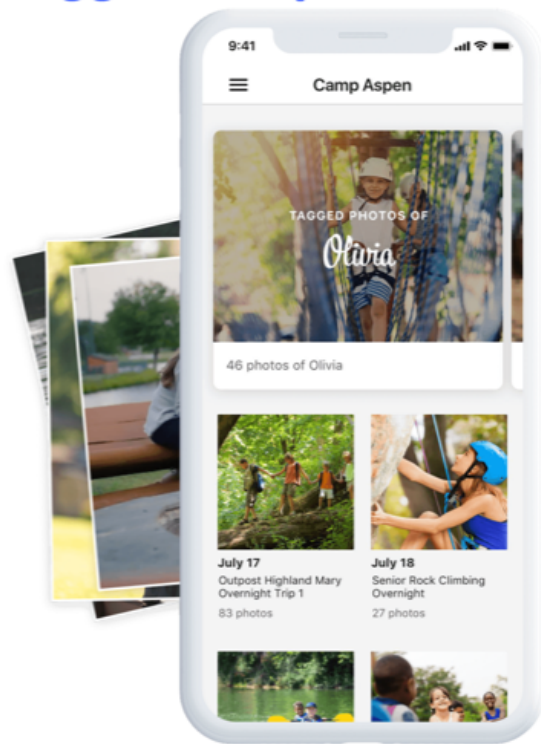
What Campanion Does:

1. Creates photo albums of all the photos uploaded each day
2. Once a camper's photo has been setup, Campanion uses Face Finder software to notify you when a new photo of your camper has been uploaded
 - *Face Finder is optional unless you want to be notified when your camper has a new photo upload and tagged in the system*

Sample Album



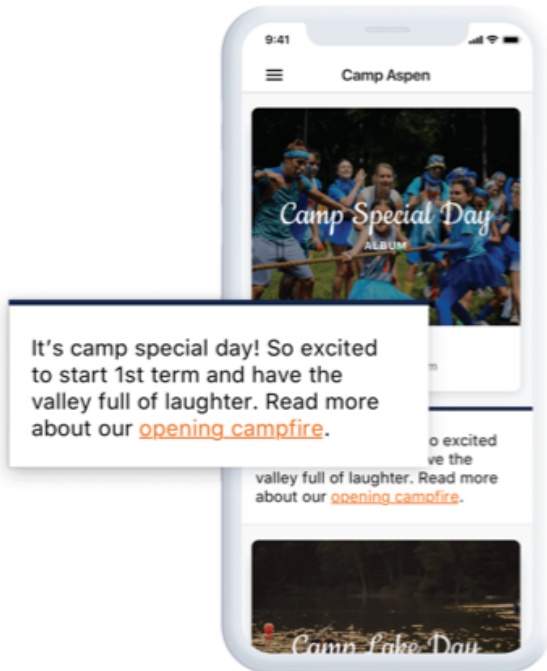
Tagged Campers Photo



What Companion Does continued:

3. Receive short messages from the Camp Director about events at camp
4. Instantly share photos with friends and family or social media
5. Receive notifications for new emails and email your camper from Companion

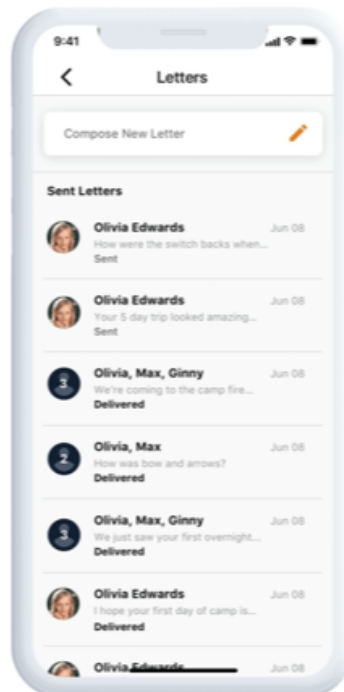
Director's Message



Easily Share Photos



Email Notifications & Compose New Emails



For more information visit <https://companionapp.com/support/faq/> OR
For assistance call CampMinder Support at 303-444-2267