

## SASAMAT OUTDOOR CENTRE

3302 Senkler Rd, Belcarra, BC, V3H 4S3  
www.sasamat.org, info@sasamat.org  
p 604.939.2268, f 604.939.8522

### Summer 2020 Registration & Cancellation Guide

#### Step One: Decide What is Best for You and Your Family

If your camper is within the day camp age category (6-12), we ask that you talk to your camper and determine if your family is interested in the Weekend Rovers or Weekend Trailblazers. We know this program will not be a good fit for every family, if you need further information to answer this question, please reach out to our office.

#### Step Two: Decide How You Would Like to Handle Your Fees Paid

We would like to thank everyone for their supportive messages and offers of generosity during this time. In response to this, we have added two more options (option 4 and 5) to our refund policy for Summer 2020. As we mentioned in our April 17/20 correspondence, we have no expectation that families will opt for a credit or contribution, we understand everyone is stretched right now. We however have included it for those who would like to, and if you opt for one of these choices thank you, we are deeply appreciative. Credits or contributions are a way families can significantly support Sasamat to weather COVID-19 financially.

If our new day camp program is not a fit for your family, you have the following five options to choose from.

1. Receive a full refund, for any fees you have paid including your non-refundable deposit.
2. Receive a partial refund, and allow Sasamat Outdoor Centre to retain your \$100.00 non-refundable deposit as a credit towards your summer 2021 registration. Families who choose this option will be given the opportunity to register for 2021 early, before the general public.
3. Receive a partial refund, and donate your \$100.00 non-refundable deposit to Sasamat's key operations. Families who choose this option will receive a charitable tax donation receipt for \$100, and also be given the opportunity to register for summer 2021 before the general public.
4. Full credit forwards, allow Sasamat Outdoor Centre to retain your fees paid thus far to be used for a future camp registration. Full credits do not expire and can be used for any registration and for any individual within your household. Families who choose this option will be given the opportunity to register for summer 2021 before the general public.
5. Full contribution, donate your fees paid thus far in full to Sasamat's key operations. You will receive a charitable tax donation receipt for the value of your donation. Families who choose this option will be given the opportunity to register for summer 2021 before the general public.

#### Step Three: Complete the Survey

We will require all families who have a camper registered for summer 2020 to log back into their CampBrain Account and complete the **Summer 2020 Registration Survey** for each camper registered. Completing this survey is the best way for us to gather all your personal preferences moving forward, we ask that you complete this form by May 31, 2020.

## SASAMAT OUTDOOR CENTRE

3302 Senkler Rd, Belcarra, BC, V3H 4S3

[www.sasamat.org](http://www.sasamat.org), [info@sasamat.org](mailto:info@sasamat.org)

p 604.939.2268, f 604.939.8522

The survey will direct you through the process by first determining if you would like to register for the Rovers or Trailblazers, and if not, it will allow you to select your refund option. (If the Rovers or Trailblazers are oversubscribed to, we will create a lottery system for registration.)

Similarly, for those who express interest in the Rovers or Trailblazers, we will temporarily hold off processing any refunds/credits until we confirm your registration in the new program. At that time, we will send you a new invoice for your camp balance and provide the same five refund options for any additional surplus in your account.

We have included a “How to Guide” with this message to help you navigate your login and account details. Should you have any questions, please contact our office.

We sincerely thank everyone in advance for their patience, we have one office manager who will be processing over 1700 registrations individually, which will take us a little time amidst launching our new camp. Processing times may take up to 8 weeks. If you need your refund sooner please contact our office and we will prioritize your refund.

## Registration 2021

We will continue to update our community this fall around our plans for summer 2021. We are optimistic that camp will be able resume full operations, although we may be introducing new measures as society resumes and embraces a “new normal”.

2021 program information, rates and dates will be released December 1, 2020.

2021 pre-registration day will take place December 7, 2020.

2021 regular registration will take place December 14, 2020.

## Office Contact

Our onsite office will be reopening on Monday May 25 to support you in this process and answer any questions you may have. Please note we are expecting a much higher volume of calls and emails, and will do our best to respond in a timely fashion.

Office Hours – Monday to Friday 9am-5pm

Office Phone – 604-939-2268 ex. 1

Office Manager Email – [ben@sasamat.org](mailto:ben@sasamat.org)