

# FAQ'S for Pioneer Leaders

- **What time is check-in?**

Check with your Pioneer Leader on when your church group should meet for check-in. Check-in at Camp Lone Star starts at 4:00 pm. The group will not be checked in until all campers arrive. Please do NOT stand in the regular check-in line. Your church group will have a designated area to meet for check-in. Once the group is checked in they will be escorted the head lice check, and the pioneer leader will be given the cabin assignments.

- **How can I add more trading post money or add Extra Family Meals?**

Log In to your account online at: <http://www.lomt.com/CampwiseLink.html>

To Add Trading post money go to dashboard and under the “Financial” section:

- Select tab: **Make Payment**
- Next page select tab:  
**Trading Post Account**

To Add Extra Family Meals go to “Enrollment”

- Select **ADD ONs** button for options

**(NOTE: Items must be purchased online AT LEAST 5 DAYS PRIOR TO CHECK-IN. If you need to add items less than 5 days from the check-in date, please notify the Pioneer Leader)**

- **How can I purchase a photo or video?**

Photo and video options will be available after the camp session to purchase online.

- **How do I change my camper’s medication or release form that I completed online?**

You may log in to your account online to make changes. If changes need to be made less than 2 weeks prior to check-in please call the camp office.

- **What is the cancellation policy for Pioneer groups?**

If a cancellation request is made up to 24 hours before check-in, a full refund will be given, less the \$100 non-refundable deposit. However, if a cancellation request is made less than 24 hours before check-in, there will be no refund. Camp administration may make exceptions when provided substantive documentation.

The screenshot displays the LOMT CampwiseLink dashboard with the following sections:

- Enrollment:** Shows a camper enrolled for "2017 Expedition 1A (06/04/2017-06/06/2017) - Expedition 1A Female". Buttons include "ADD ONs", "Remove", and "Add New Program".
- Financial:** A table showing the "Reg Bal" as \$199.00 and "Trading Post Account Bal" as \$0.00. Buttons include "View Transactions" and "Make Payment".
- Notifications:** A message: "Minimum Deposit is required on 2017 Expedition 1A (06/04/2017-06/06/2017) - Expedition 1A Female to register the selected Camper". Button: "Resolve".
- Forms:** Two tabs: "Online Forms" and "Download Forms". Under "Online Forms", two items are listed with green checkmarks: "Open Camper Profile Sheet" and "Open 2017 Camper Medical Information Form". Both have the status: "No Required Items or Required Items Complete. Ok for Registration."

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- **What do we need to bring to camp?** A “What to Bring” list is located in the “Forms” section. Click on the tab “Download Forms” to access the info packets available for download.
- **How do I change or add a cabin mate request?**

You may log in to your account online and change cabin mate requests. Changes must be made at least 2 weeks in advance of check-in. Please note: the opportunity to develop new friendships, some of which may last a lifetime, is one of the rich blessings that camp has to offer. Sharing the camp experience with friends is also a blessing. It has always been our goal to assure parents and campers that no individual camper is forced to be separated from all of their friends. We will do all that we can to honor your cabin mate request. **However, if more than two reciprocal cabin mates were requested there is a chance that honoring some requests may not be possible.** Generally no more than 3 or 4 individuals from the same congregation are likely to be placed in the same counselor group. If you have made a cabin mate request, please consult with the other families involved and make sure that only exact reciprocal requests from all individual registrants are submitted.
- **How do I turn in medication for my camper?**

Turn in ALL medications in a Ziploc type bag (including vitamins, etc.) to your Pioneer Leader in the original container with the camper name and the frequency/dosage instructions on the container. All medication must be labeled and listed on the Medication/Release Form located online. The camp medic station supplies some over the counter drugs.
- **What is the check-out procedure?**
  - Park in the main parking lot
  - Check-out table will be near the parking lot. The person picking up the camper **MUST** be on the release form. Don't forget to include the pioneer leader on the release form. The person checking out the camper MUST have a photo ID.
  - Camper medication will be given to the person checking out the camper. Please make sure the camper has all medication prior to leaving camp. Inhalers, epi-pens, etc. may be with the camper's counselor.
  - You will be given a check-out slip/release to give to the camper's counselor before you leave.
  - Family and friends are welcome to join us for lunch between 11:30 am -12:15 pm at the BBQ pit area. Lunch is \$8.00 per person and should be pre-paid during registration online or may be added at check-in through your pioneer leader.
  - Closing program starts at 12:30 pm in the KOOP Center. Campers should be on their way home around 2:00pm.