

Indoor Summer Camp FAQ's

- **How do I access my Active Net account to see my transactions, enrollment and payment receipts?**
 - o Login to your ActiveNet account
https://anc.apm.activecommunities.com/jcprd/home?onlineSiteId=0&from_originall_cui=true&locale=en-US
 - o Under the Family's tab, click "View Family Members Schedule"
 - o Select the "Monthly Layout", add your child(ren) to the "Selected Family Members" and search FlexReg Schedule Details. Click "View Schedule".
 - o The days your child(ren) will be attending will show up for the week of June 7th and all weeks of Indoor Summer Camp.

- **Can I register at any time?**
 - o Yes, you can enroll any time after Registration has opened for your district. Please see your district's [webpage](#) for Registration dates.
 - o Our programs do have maximum capacities, so if you are on a waitlist for a location, you cannot attend until a spot opens. Our summer camps do fill quickly!

- **How do I enroll multiple siblings when I'm enrolling for camp/OST?**
 - o Select your first participant, select the days you want to attend for both Before School and After School. Then select "**Register another participant**" (blue font under 'add to cart' button).
 - o That will add your first child to your cart automatically, and then let you add your second child without taking you to the "cart". (Saves some time)
 - o When you select the camp you want to attend for the second child, select "Register another participant" again if you have another child.
 - o After you select the camp for the last child, you can then click "add to cart"
 - o It will redirect you to your cart at that time, and you should be able to see all children in your cart. From there you can checkout! (you only pay the registration fee at the time of registration). Second child discounts will automatically be applied.

- **Is there a part-time option for summer camp?**
 - o No, we only have a one weekly rate for summer camp. If you are placed on a waiting list, you will be contacted if/when a spot becomes available. You do not have to attend all days of camp, but you are able to attend Monday-Friday.

- **What if one of my children gets into camp and the other sibling is placed on a waiting list?**
 - o You can choose to wait and see if a spot will open for your other child. We cannot guarantee that a spot will open.
 - o You can choose to enroll in another camp that has spots for both of your children.
 - o You can choose to withdraw your children and your Registration fees will be refunded to you.

- **Is anything due at the time of registration?**
 - o Yes, the \$50 non-refundable registration fee will be due upon enrollment when your register. Refunds are only offered to those who cannot enroll both siblings in the same camp and families choose to drop completely.
 - o The “total” you see in your cart is what the cost will be for the entire summer, not what is actually due upon checkout. Recurring payments come out weekly on the Friday before care.
 - o Please note that Indoor Summer Camp is a full summer commitment. Payment is required for the full summer tuition (in weekly payments), regardless of vacations/illnesses. Fees are non-refundable/non-transferrable.

- **What if my schedule changes and I no longer need camp services?**
 - o You will need to complete the change/drop request form at www.jcprdkids.com. A 1-week notice is required before the start of camp.
 - o Registration fees are non-refundable.
 - o We cannot guarantee future space in the program will be available if your family drops from the program.
 - o Once summer camp have begun, is a full summer commitment. Payment is required for the full summer tuition (in weekly payments), regardless of vacations/illnesses. Fees are non-refundable/non-transferrable.

- **What if I filled out ePact forms during the school year?**
 - o After you register in your camp, an email invitation will be sent to you via **ePACT** asking you to complete/reconfirm *Child File Forms* that are required by the Kansas Department of Health and Environment. These forms are required to be completed each year to make sure all-important information is up to date. By using this software, we can ensure that your child’s camp forms are updated and accurate for the summer.
 - o These must be completed/updated before your child can attend!

- **How do I attach the PDF Forms to my ePACT account?**
 - o After completing your information on the KDHE PDF Forms, you must save them to your desktop first! Then, you can upload them into your ePact account as a file/attachment. You need to make sure that you have completed all sections and hit submit.

- **The login says it cannot verify that I am over 13 years old...what do I do?**
 - o You will have to call our Registration Office at 913.831.3359. There have been a couple accounts that need this verified, and we can edit your account setting with your actual birthday to correct this. This occurs because the system wants to be sure all family members are linked appropriately.