

FAQ'S for Pioneer Leaders

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

Check-in starts at Camp Lone Star at 3:30 pm. Please be here no later than 4:00 pm.

- **How can a camper add trading post money?**

The camper may log in to their account from our registration system online, which you will find at www.lomt.com to add Trading Post.

 **NOTE: PURCHASES MUST BE MADE AT LEAST 5 DAYS IN ADVANCE OF CHECK-IN.**

If campers need to add items Trading Post money less than 5 days from the check-in date, please collect cash and complete the Record Keeping Form that was sent in the Pioneer Leader packet. You will turn in this form and money at the check-in table. Please encourage your campers to complete transactions online 5 days or more prior to check-in. Completing this online will expedite your check-in process.

- **Can a camper change the release form that was completed online?**

Yes, you may log in to your account online by going to www.lomt.com to make changes up to 2 weeks prior to camp. Any changes less than 2 weeks will need to be made at check-in. Please note anyone that would be picking up the camper from camp must bring a photo ID.

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

- **More than 14 days** – Cancellations occurring 14+ days prior to your camper's session will result in a refund of all payments minus a \$100 cancellation fee for each overnight week-long session.
- **Less than 14 days** – Cancellations occurring within 14 days of your camper's session will result in a forfeiture of all payments.
- **Transfer to another session** – Registration funds may be transferred to another session during the same summer if the request is made 14+ days in advance of the session you are transferring from. If the request to transfer is within 14 days of the session you wish to transfer from, it will result in a \$100 cancellation fee for each overnight week-long session.
- For requests made less than twenty-four (24) hours before check-in, there will be no refund or transfer of registration funds.
- **Summer Camp Suspension** – If Camp Lone Star initiates a session cancellation and does not run camp due to increased concerns or restrictions related to COVID-19, all payments will be refunded in full unless otherwise indicated.

- **What do we need to bring to camp?**

A "Summer Packing List" is located on the General Information page of www.lomt.com or you may log in to your online registration account and downloading the documents in the "Forms" section of the dashboard.

- **How does a camper change or add a cabin mate request?**

You may log in to your account online to change the cabin mates at least 2 weeks prior to check-in or email registration@lomt.com to request a change.

FAQ'S for Pioneer Leaders

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 campers?**

ALL medications should be in a Ziploc type bag (including vitamins, etc.) and turned in at check-in. All medication should be in the original container with the camper name and the frequency/dosage instructions on the container. You will receive at the check-in table the Medication/Release Forms that were completed online for your group. Please check that all medication is present in the bag and that it is included on the Medication Form. You may find a copy of the medication form in the pioneer leader packet.

- **How do I add a camper to my reservation?**

You may add a camper by going to www.lomt.com , click on Summer Camp tab and select Pioneer Camp. You will find a registration link that you will complete.

- **How do I access the GROUP HOLD CODE for my congregation?**

The Administrative Director will send you the GROUP HOLD ID CODE (GHR ID) for your congregation. The Code will be entered on the online registration form by going to www.lomt.com and logging in to register.

- **How can I access the campers who have registered and what they have pre-paid online?**

The Administrative Director will send you a list of campers and their information. The list will indicate who has registered and will tell you how many spaces are held for your group. If you need a list at any other time, please contact the Administrative Director to request a report.

- **When is the final payment due?**

The final payment for registration is due two (2) weeks prior to check-in. You may pay with one check from the church or by credit card. **All campers must have their information entered online before an invoice can be printed for the church. All campers should have their information entered in online using the GHR ID code prior to May 1st.**

- **How do I figure out what our congregation will owe for Pioneer camp?**

Multiply the number of campers by the pioneer price of \$465.00 minus deposits paid.

FAQ'S for Pioneer Leaders

- **Can the Pioneer Leader enter all the registration data for their group instead of each individual family entering it in?**

No, the parents or guardians will need to log in to their account to complete the health and liability information. All campers are required to have a login to the registration system.

- **What is the deadline for completing the online registration information for each camper?**

All pioneer camper information, including adult leaders, should have their registration entered in our system by May 1st or as soon as possible.

- **Do Pioneer Leaders need to complete a Health Form and Liability Waiver?**

Yes, all participants need to complete the Health Form and Liability Waiver. You will have a login to complete these forms online.

- **Will the Pioneer Leaders stay in the cabins with the campers?**

NO, Pioneer Leaders will stay in separate quarters with private bathrooms and linen service. Each week of camp there are rooms reserved for Pioneer Leaders. Private rooms are not guaranteed. More than one leader may share a room. Please contact the Administrative Director for more information about housing.

- **What is the minimum number of campers to qualify for registering as a Pioneer group?**

Group size must be a minimum of 5 paying campers to qualify for Pioneer camp.

- **What are the expectations of a Pioneer Leader?**

You have the option of meeting with the young people in your group for a designated one hour period each evening, Monday through Thursday. If you choose to use this time, the camp staff will not be involved with your youth during this period. You may decide to lead a Bible study, take a hike, play a game or sit and talk in the shade. You should plan how you and the young people in your group will spend this daily time together prior to your arrival at camp. It is an added bonus for the campers when you and/or other adult leaders participate in camp activities, devotions, worship or evening events. You are also invited to use this week for personal growth and renewal. Feel free to take some time out to go on a hike, visit local attractions, spend time in God's Word, or take advantage of other resources available. Please verify availability of these activities with a Program Assistant or Director.

- **Do I need to complete a background check before arrival?**

Yes, ALL ADULT ATTENDEES staying onsite must provide a copy of their annual National Background Check. This background check must have been completed within the past 12 months from the last day of the camp session your group is attending.

- **Do I need to complete any training before arrival?**

Yes, ALL ADULT ATTENDEES will need to complete an online Child Protection Training. This course is good for 2 years. The link to the website is www.lomt.com/cap.html. You will watch a few short video segments and then click on the test at the bottom of the website. This course meets the requirements for staff and volunteers at youth camps as outlined by the Texas Department of State Health Services. Please complete this training before you arrive to camp, let me know if you have any questions about this course.

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- **What if I have a camper with a food allergy?**

The food allergy should be documented on the online medical form and be self-managed. The camp will make every effort to assist campers with food allergies but the food service does not purchase special foods. Campers are welcome to bring their own supplemental food and store it in the dining hall. All foods should be labeled with the camper's name. If you have any concerns about food allergies please call the camp office.

- **What should we do with camper mail?**

Camper mail may be mailed to *2016 Camp Lone Star Road, La Grange, TX 78945* or it may be brought to check-in. During the week of camp you may bring camper mail to the office to be distributed. Mail is distributed to campers Monday-Thursday.

- **Where do we need to go for check-in?**

Check-in is located at the main parking lot under the Hangar pavilion. Pioneer Leaders will **only** check in those campers whose **parent is not present**. This means that if a Pioneer Group brings a majority of the campers, they will not have to wait for a parent bringing their camper separately. Any campers who are **brought by their parent** must be **checked-in by their parent**. If you are traveling with the entirety of your Pioneer group, you will check in as a group. The Pioneer Leader and campers will then proceed on to the head lice and health screening checking area. After the group has been checked, the campers will sit off to the side while the Pioneer Leader finishes the check-in process to receive the cabin assignment list. Campers may then collect their belongings and move into their cabins.

- **What if one of my campers arrives to camp with head lice?**

Please refer to the options in the head lice policy. There will be no refunds if a child arrives and must return home due to head lice. If you are traveling together it is highly recommended the campers be checked for head lice prior to leaving your church. They will be re-checked once they arrive to camp.

- **What do we need to check-out our campers?**

- All campers will be **picked up & checked out** at their **cabins** after closing
- Parents or the Pioneer leader will sign their child out at their cabin
- **Trading Post refunds** for pioneer campers will be given to the Pioneer leader immediately following closing, as we have done in previous years.