

FAQ'S for Parent

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

Check with your Pioneer Leader on when your church group is meeting for check-in. Check-in at Camp Lone Star starts at 3:30 pm. If you are bringing your child to Camp Lone Star, you will need to go through the regular check-in line. If your child is being brought by the church or Pioneer Leader, then they will be checked-in by the Pioneer Leader. The group will not be checked in until all campers not being checked in by their parents have arrived. Once the group is checked in they will be escorted to the head lice check, and the pioneer leader will be given the cabin assignments.

- **How can I add more trading post money?**

Log In to your account online at: www.lomt.com

To add Trading Post money go to dashboard and under the “Financial” section:

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

- **How can I purchase photos of my camper?**

We partner with Waldo Photos to capture your campers camp experience! This optional service uses facial recognition to find the photos of your camper, and then sends them to your phone via the Waldo App with notifications when new photos are found. Learn more information and how to sign-up by visiting our website, www.lomt.com, and click on General Information under the Summer Camp tab.

- **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?**

- **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

The screenshot displays the LOMT parent portal dashboard with four main sections:

- Enrollment:** Shows a card for "2017 Expedition 1A (06/04/2017-06/06/2017) - Expedition 1A Female" with an "Enrolled" status, "ADD ONs", and "Remove" buttons. An "Add New Program" button is also present.
- Financial:** A table with columns for "Session Program", "Reg Bal", and "Trading Post Account Bal". The row for "2017 Expedition 1A (06/04/2017-06/06/2017) - Expedition 1A Female" shows a registration balance of \$199.00 and a trading post account balance of \$0.00. A "Req Discounts" button is on the right. A "Make Payment" button is highlighted with a red arrow pointing from the text instructions.
- Notifications:** A notification card stating "Minimum Deposit is required on 2017 Expedition 1A (06/04/2017-06/06/2017) - Expedition 1A Female to register the selected Camper" with a "Resolve" button.
- Forms:** A section with "Online Forms" and "Download Forms" tabs. It lists two forms: "Open Camper Profile Sheet" and "Open 2017 Camper Medical Information Form", both with green checkmarks and the status "No Required Items or Required Items Complete. Ok for Registration."

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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 “What to Bring” list may be found on our website www.lomt.com under General Information or you may log in to your online account and find the documents in the “Forms” section of your online account. 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. If you are unable to make this change online please find a copy of the medication form in the General Information section located on our website www.lomt.com and include the form with the camper’s medication.
- **What is the check-out procedure?**
 - Park in the main parking lot next to the cabins.
 - Closing program starts at 10:45 am at the Oak Grove, under the trees by the lake. Campers should be on their way home around 12:00pm.
 - You will check-out your camper at their cabin from their counselor. Please have your ID ready to present to the counselor.
 - **Trading Post refunds** for Pioneer campers will be given to the Pioneer Leader immediately following closing, unless your Pioneer Leader is not present then you will go to the TP Refund tent.
 - Camper medication will be given to the counselors who will return it to you as you sign your camper out. Please make sure the camper has all medication prior to leaving camp. (Inhalers, epi-pens, etc. may be with the camper’s counselor.)