

# ***New Life Camp Revised Registration Guide – Summer 2010***

## ***General Explanation***

Our registration system is handled by the company Camp Brain. On Monday, January 25<sup>th</sup>, over 800 people attempted to register for our summer camp at once, which overloaded their system. After two hours of trying to find a solution, we made the decision to close the registration.

All of the staff here at New Life Camp would like to extend our most sincere apologies to you for this unfortunate event. We consider it an honor that you would wish to put your children in our care this summer and do not take it for granted. We understand the frustration that you have experienced and have worked hard to develop a solution that will resolve this issue and give you a fair opportunity to register your children for this summer. Please read all of the following instructions carefully so you will know how to proceed.

## ***For Those Who Completed Registration***

1. If you received an email confirmation titled "Submission Completed", **THAT CHILD** in the confirmation has been successfully registered, and we will honor that registration.
2. Remember that you still need to pay your registration fee and turn in your release forms within two weeks to hold your child's spot. New Life Camp reserves the right to cancel your registration if this is not carried out.

## ***For Those Who Logged In, But Did Not Complete Registration***

If you did not receive the email confirmation stated above, your registration was not completed. You will receive an email with a [link](#) that will allow you to finish your registration (this link will **NOT** be posted on our website). Please note the following:

1. If you do not receive this email by 12:00pm on Saturday, January 30, please email: [registrations@newlifecamp.com](mailto:registrations@newlifecamp.com).
2. ***You will NOT be able to register as soon as you get this email.***
3. To ensure a fair and efficient registration, the following steps have been taken:
  - a. Camp Brain has installed a system that will only allow a certain number of people to log in at once to prevent the system from overloading. For this reason, if you attempt to log in, you may see a page saying, "*The online registration site is experiencing a high volume of users and has reached its maximum user setting.*" Please hit the Refresh button on your internet browser in a minute or two. You will be able to register as soon as other users log off and a spot becomes available.
  - b. This registration will only be open to those who began registration on Monday, January 25 before 1:30pm. It is not open to anyone else.
  - c. We will stagger our registration start-up times with the schedule below. It is still on a first-come, first-served basis.
    - Tuesday, February 2 (Overnight Camp)
      - 10:00am – **Early Week**: May 30-June 4
      - 12:00pm – **High School Week**: June 13-18
      - 2:00pm – **Middle School**: *Week 1* (June 20-25) & *Week 2* (July 4-9)
      - 4:00pm – **Elementary School**: *Week 1* (June 27-July 2) & *Week 2* (July 11-16)
    - Wednesday, February 3 (Day Camp)
      - 10:00am – **Cabin Camp and Kindercamp Week 1**: July 19-23
      - 12:00pm – **Cabin Camp and Kindercamp Week 2**: July 26-30
      - 4:00pm – **Cabin Camp and Kindercamp Week 3**: August 2-6
    - d. You will have until 5:00pm Friday, February 5 to complete your registration before registration is closed once again.
4. ***You must register for the week you were attempting to register for on Monday, January 25.*** If you would like to register for a different week, you will need to wait until Monday, February 8.
5. Only information on pages you had completed is saved, not the page you were working on when the system failed. You will need to fill in any missing information before completing registration.

## ***For Those Who Did Not Attempt To Register On Monday, January 25 Before 1:30pm***

Starting at 10:00am, Monday, February 8, the registration will once again be open to the general public.

*If you have any questions regarding these instructions, please email us at [registrations@newlifecamp.com](mailto:registrations@newlifecamp.com).*