



Camp El Tesoro Cancellation Questions & Answers

1. How will you manage refunds?

We are offering families who have already paid any amount toward their child's camp fees three options for what to do with these funds. Please let us know your decision by June 1, 2020 by signing into your CampBrain account (<https://campfirefw.campbrainregistration.com/>) and completing the "2020 Season Cancellation Options" form. Please complete a form for each camper you have registered.

- **Convert all or portion of the amount already paid to a 100% Tax Deductible Donation** for Camp El Tesoro. As you realize, a large portion of summer camp payments support the year-round care and upkeep of camp beyond the summer months to ensure the property is well-maintained and ready to welcome campers every summer. A donation of all or a portion of what has already been paid will support this function. The amount can be determined when you complete the [Session Cancellation form](#).
- **Apply the balance to a future Camp El Tesoro program.** We will hold the amount in your family's camp account as a credit to apply to a future camp program (summer camp 2021, a family camping weekend or the Trail Run, etc). Just let us know if you want to keep this credit in your family's camp when you complete the form in [CampBrain](#).
- **Full Refund.** We understand many families are facing financial uncertainties. If you want a refund, just let us know by completing the Session Cancellation form in [CampBrain](#).

Refunds should be reflected in your bank or credit card account in 30 – 60 days.

2. When will my camper receive their walking staff?

This is a milestone for our returning campers and one we look forward to celebrating with them upon completion of their third summer at camp.

- For those campers who will not be able to return to camp in 2021 because they will have "aged out" we will honor their third year with a walking staff in a yet-to-be determined ceremony.
- For campers who are eligible and do return in 2021, they will be honored with their third-year staff AND will see something special - it will have the 4th year mark also burned in, not just the three year marks.
- For all campers who would have been experiencing their second summer at El Tesoro in 2020, we will honor them reaching the three-year milestone in 2021.

3. How will you address the Counselor-In-Training (CIT) Program?

This is a two-year leadership development program. If your child was accepted and scheduled to be a CIT1 or a CIT2 this summer, the Camp Director will outline program adjustments in the upcoming CIT communications.

4. How do I get my refund from the Camp Store?

If you have deposited funds into your camper's FunFangle store account, these will be refunded. A request for a full refund has been submitted to FunFangle and you will receive confirmation from the service once this process has been initiated.

5. What are the plans for future camp programs and summer 2021?

Like many of you, we are looking ahead to a time when this "new normal" fades into our "next normal" and that we may all be together again. We will keep you apprised of the status of El Tesoro de la Vida grief camp and our Fall and Winter programs. We look forward to Summer 2021 at Camp El Tesoro.

If you have additional questions, please contact Brian Miller, Vice President of Outdoor at Brian@CampFireFW.org.