



Adventure & Bike Ventures Camp Registration Tips and FAQ

Registration Day: January 31, 2023, at 9AM

Camp Office Contact Information: 416-596-1495 x 252 or camp@evergreen.ca

Please review this document to improve your overall experience on registration day. If you have questions prior to registration day, we'd be happy to answer them. On January 31, we will do our best to assist as many people as possible but may not be able to provide immediate assistance with the registration system. We appreciate your patience in advance with the CampBrain system and our camp staff on registration day.

Frequently Asked Questions

- What is CampBrain?
 - [CampBrain](#) is our online third-party registration system. You will need a valid [CampBrain](#) account to register for camp programming at Evergreen Brick Works.
- My child is younger than their classmates, but I want them in the same group as their friends, what should I do?
 - Our camp sessions are grouped to provide your camper(s) an age-appropriate experience at Evergreen Brick Works! Additionally, our registration system calculates groups based on age, not grade, and so, sessions will be made available to you on registration day according to your camper(s) birth date. If you strongly feel that your child would excel in a different age group, please [write to our camp office](#) with your concern and our team will get back to you with the best course of action. Please note we are unable to guarantee age group exceptions and friend requests.

- **How do I register multiple children at once? What is the best way for them to attend the same weeks of camp?**
 - To register two children at once, place all your sessions in your cart before filling in your campers' forms. See the how-to guide below for detailed instructions.

- **While I'm filling out all the forms, will my spot be held?**
 - Yes! Once you have your camp sessions in your cart, they will be held for 30 minutes, giving you ample time to fill out all mandatory forms, including the medical form, and make payment. Please know that upon registration you will be charged a \$100 registration fee to secure your spot. All remaining payments will be processed on May 8, 2023.

- **Do you accept registrations over the phone?**
 - We do not, however, our team will be available by phone on registration day to help with any technical issues. If you are unable to get through on the phone lines, please leave a voicemail message and we'll do our best to get back to you as soon as possible. Thank you for your patience and understanding in advance.

- **Do I have to decide at the time of registration if I want extended after care?**
 - No need, we can easily add your camper to extended after care later but ideally one week prior to your registered camp session. Conversely, we can always remove extended care for no extra charge.

- **Is there a limit on the number of weeks I can register for?**
 - To ensure access to as many children as possible, registration is limited to two sessions per camper for the duration of the season. If your preferred session is full, we strongly encourage you to sign up for our waitlists.

- **All the sessions were full when I signed in, did I miss an advance registration date?**
 - There is no advance registration for Evergreen Camps. All sessions truly fill up within minutes. Please sign up for a waitlist if you find that all sessions were full upon signing into [CampBrain](#). We offer waitlist spots based on the date and time stamp of the registration, so the sooner you get on a waitlist the better. Our team will reach out to you should a spot becomes available for your camper via email so please make sure your household information is updated on [CampBrain](#).

- When I log into [CampBrain](#) before the registration date, why can I not see any camp information and why am I unable to register my camper?
 - Adventure & Bike Ventures Camp sessions will only go live to the public on January 31st at 9am! Once this date and time has passed, if you are still not able to see or register for any camp sessions, please make sure your camper is eligible for the session you are interested in. Please note, Adventure & Bike Ventures Camp is for campers aged 6-14 and your camper must be 6 years old at the time of your camp session.

- How does the waitlist work?
 - If your preferred session is full, we strongly encourage you to sign up for our waitlists. Once your camper is on our waitlist, feel free to [email the camp office](#) to confirm your camper's waitlist spot. Should a spot become available, you will receive an email with a specified date and time to confirm registration. For any reason, should we not hear back from you, we will be moving onto the next camper on the waitlist so please do ensure your contact information on your [CampBrain](#) account is accurate. Note: priority will be given to those campers who already have siblings registered in a session.

- Does your camp provide financial aid?
 - Yes, Evergreen offers full and partial bursaries for our Camp Programs. Please click [here](#) to complete and submit our bursary application form. Please know that applications are assessed on a first come first served basis. The bursary application will close once funding is exhausted. For more information on eligibility and to confirm your form submission, please [email the camp office](#). We strongly encourage you to reach out to us directly as we cannot apply the bursary in advance to registration.

How to Guide for Camp Registration

PRIOR TO REGISTRATION DAY

1. Create your [CampBrain](#) household account.
 - To create a new CampBrain account, click [here](#).
 - If you have registered for our programs before, we recommend testing your [CampBrain](#) account password to ensure it is a smooth login experience on registration day.
2. **Verify your household information.** Once you are logged in, scroll to the bottom of the homepage and click “Manage People and Household Information”. Most importantly, please ensure your camper’s birth date(s) is/are correct! Birth dates are the only way CampBrain will populate the sessions available to your camper.

Start a New Application

To register for any of the below programs, please select the program of interest and complete the required fields.

Skating 2022-2023

[Start application](#)

PA Day Camp 2022-23

[Start application](#)

Nature School: Learning Outdoors 22-23

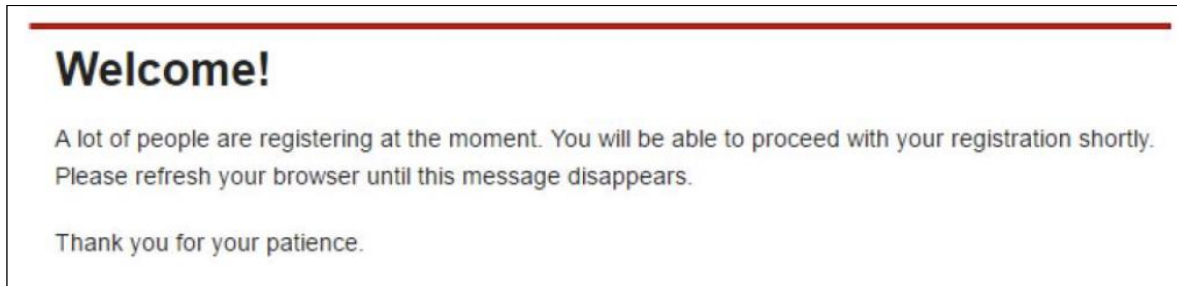
[Start application](#)

[Manage People and Household Information](#) [Logout](#)

3. Read our [session breakdown calendar](#) to decide which sessions you are interested in registering for in advance to registration opening. If you have any questions about our offerings, please write to [our camp office](#).
4. **Practice makes perfect!** Feel free to test our online registration system by going through the motions of registration with another program.

ON REGISTRATION DAY

1. **Take a deep breath!** Before you know it, your camper will be connecting with the outdoors, our community and themselves while exploring the endless trails and waterways of the Don Valley!
2. When our [CampBrain](#) portal reaches the maximum number of users who are allowed to register simultaneously, the below message will appear on your screen:



Note: This throttle message temporarily disables the ability for newly arrived users to log in. This ensures users who are logged in and already registering an error-free experience.

Please continue to refresh your page and wait patiently.

3. Once space becomes available on our registration site, the above message will disappear automatically, and you will be allowed to log in on this page:

Thank you for visiting Evergreen Brick Works' Programs registration page!

Here, you can register for activities and programs that take place at Evergreen Brick Works year round.

If you are already an account holder, you can sign in any time to view your current and past registrations. If you are a new user, welcome to Evergreen! Please sign up below. If you have any questions, please call 416-596-1495 ext. 252, or contact camp@evergreen.ca

Sign-in

E-mail

Password

[Reset password](#)

Login

New user sign-up

First Name Last Name

E-mail Password

Create account

By clicking the button, you agree to our [Terms](#) and [Privacy Policy](#).

© 2023 BrainRunner Inc. 2022.4.23.1

4. Select the child(ren) you would like to register for camp. Prior to registration day, you should have already created profiles for all the members of your household.

If you are registering multiple children, ensure you check the names of all those you wish to register for camp.

Select people you want to register:

Fred Ali

Date of Birth

October 22 2013

Ariel Ali

Date of Birth

February 8 2015

[+ Add a child](#)

Choose your session(s) and add them to your cart. Please note:

- [CampBrain](#) will automatically filter camp sessions visible to you based on your child's age at the start of each session.
- Campers may attend a maximum of 2 weeks throughout the summer.
- If the sessions you were interested in are full, please add your name to the waitlist immediately.
- Switch between children by using the tab at the top or bottom of the page:

Fred Ariel

Select sessions for Fred: [expand all](#)

Filter by: All

Search by name...

Click continue to complete all your forms for each camper. Your cart will hold the camp sessions selected for 30 minutes while you fill out the forms. **Ensure all forms are marked completed as seen below before proceeding:**

Forms marked with an asterisk(*) are mandatory.

Household Form *
[Open form](#)

Forms for Fred

Behavioural Expectations Contract *
[Open form](#)

Conditions of Enrollment *
[Open form](#)

Media Release Form *
[Open form](#)

Evergreen's Camp COVID-19 Safety Protocols *
[Open form](#)

Medical Form *
[Open form](#)

Review your application, complete your payment using a valid credit card and submit your application! Now congratulate yourself for taking one step towards connecting your child to nature!

Note: If you try to immediately review your details after submitting your registration, you may encounter the processing message. Don't worry, this simply means that [CampBrain](#) has received the registration, all is well, and the system is working on organizing the submission details in the background.

If you have any questions and concerns, please contact [our camp office](#).

