

# J-Day Camps & Camp Wise Frequently Asked Questions



## Will We Have Camp This Summer?

- At the moment we are still planning for an **AMAZING**, on-schedule, summer at camp!
- If our typical camp structure needs to change at all, we are looking into some new, fun ways to still have the best camp experience for summer 2020. These alternatives may include alternate dates of sessions, varying program options, and/or delayed starts.
- While we hope none of that happens, we are planning for anything and everything so that your summer with Mandel JCC Camps is the best it can be! As decisions are made we will continue to communicate with our families in a timely manner.

## If Camp is Canceled Will I Get My Money Back?

- We have extended our deadline to cancel with a full refund to **May 15, 2020**. All families have the option to cancel for any reason by this date and receive a full refund. Requests for cancellation refunds should be sent to [options@mandeljcc.org](mailto:options@mandeljcc.org). With the extended closure of our business operations, refunds may take longer than normal to process. While the timing is difficult to predict, we will work to expedite these requests as quickly as possible. However, a 2-3 month timeline is possible.
- If the Mandel JCC has to cancel camp programs (subsequent to the May 15, 2020 cancellation date) families will have the following options with regards to fees paid for canceled programs:
  - **Option #1: This is the default option and requires no action on your part.** All balances will remain as a credit on account to be used for camp or any other Mandel JCC programs/services. Families accepting the default option will lock in 2021 camp fees at the 2020 weekly rate, even if you use your credit for non-camp services.
  - **Option #2: Donate all or a portion of camp fees to the Sustainability and Support Fund for the Mandel JCC** as a tax-deductible donation. This

option – to donate in full or in combination with the remaining balance left as a credit on your account for future services – will entitle you to receive 2021 camp fees at the 2020 weekly rate. You may, of course, also elect to donate a portion and receive a refund for the differential without benefiting from the 2020 locked rate benefit. Requests for conversion to donation or donation/credit/refund combinations should be sent to [options@mandeljcc.org](mailto:options@mandeljcc.org)

- **Option #3: Request a refund.** With the extended closure of our business operations, refunds may take longer than normal to process. While the timing is difficult to predict, we will work to expedite these requests as quickly as possible. However, a 2-3 month timeline is possible. Submit your refund request to [options@mandeljcc.org](mailto:options@mandeljcc.org).

## What Now?

- All April payments have been suspended. We plan to resume automatic payments by May 1, but will be in touch if this changes.
- Please continue to complete your camper forms in your CampIn Touch account. We are still planning for a normal summer and will need your forms!  
**J-Day Camps:** <https://jdaycamps.campintouch.com>  
**Camp Wise:** <https://campwise.campintouch.com>
- **Medical Forms:** We understand that many of you may not be able to get the forms from your pediatricians by our May deadlines. Please let us know your status by contacting your camp:  
**J-Day Camps:** [daycamps@mandeljcc.org](mailto:daycamps@mandeljcc.org) or (216) 593-6249  
**Camp Wise:** [wisekids@mandeljcc.org](mailto:wisekids@mandeljcc.org) or (216) 593-6250
- **Remember to follow us on Facebook and Instagram for some fun and engaging camp activities as well as important updates!**  
<https://www.facebook.com/campwise/>  
<https://www.instagram.com/campwise13164/>