



# WELCOME TO THE FOREST HOME FAMILY

**We are so excited to partner with you!**

## FAQ'S & TABLE OF CONTENTS

Page 1: Account Login

Page 2: Registration Links / Next Steps

Page 3: For Group Leader

Page 4: For Parents- Registration Steps

Page 5: Signing Health Forms

Page 6: E-gift Cards (Spending \$)

Page 7: What's My Housing?

Page 8: Additional Helpful Information

## ACCOUNT LOGIN



### How do I log into my account?

To log into your online Forest Home Account, go to [www.foresthome.org](http://www.foresthome.org)

1. Click on the “login” button at the top right of the screen.
2. On the next screen, click on the “sign in” button, also at the top right of the screen.
3. You will log in using your email address and the password that you established when you created the account.

### I know that I have an account, but I cannot access it. What do I do?

If you know that you have an account but are unable to log into it, there are several possible reasons why. Here are some of them.

- The account may have been created using a different email address.
- You may not be using the correct password.
- There may have been a typo when the account was originally created.

If you are not able to gain access by attempting to remedy the above issues, please call for assistance.

**DO NOT ATTEMPT TO CREATE A NEW ACCOUNT.**

*\*\*Please note that parent specific login instructions are listed in the “FOR PARENTS” section on Page 4\*\**

### REGISTRATION LINKS/NEXT STEPS

Step 1: Sign into your Forest Home account

- Step 2: Click on “registrations” at the top
- Step 3: Locate event itinerary and click “manage attendees.” You will see your group’s roster information.
- Step 4: Locate the “public” and “private” buttons
  - The “public” link is one link you will send to your counselors and parents. They can register from here. This is a good option if you are planning to send this information in a mass email or post it on your church website. To use this option click the blue “share” button. This will provide you a link to copy and send to your group.
  - When using the “private” link, you will have to separately invite your campers and counselors. This option will send your selected campers/counselors invitations that only they can use. To use this option, you will switch to “private,” then click “invite attendee.” This will show you to options—Only use the “invite attendee” option.

**DO NOT USE “NAME ATTENDEE” OPTION.**

## FOR GROUP LEADER



### Ratios:

#### Summer Camp Ratios

- Children's Summer Camp: 10 campers to 2 Counselors, per gender, per yurt
- Youth Summer Camp: 9 campers to 1 counselor per gender, per cabin

#### Winter Camp Ratios

- Children's Winter Camp: 7 campers to 2 counselors, per gender, per cabin
- Youth Winter Camp: 8 campers to 1 counselor, per gender, per cabin

### Counselors:

Forest Home does not typically provide counselors. If you are having trouble finding counselors for your group, we suggest reaching out to parents, older siblings of campers and possibly your entire congregation. Please be in communication with your Forest Home Reservations Associate regarding your counselor needs.

### Children's Camp Counselor Requirements:

One of the two counselors required for Children's can be 16 years old, but the second must be at least 18 years old and pass a background check. To inquire more information about having a Jr. counselor, please contact our reservations associates.

### Youth Camp Counselor Requirements:

Must be 18 years old and pass a background check

### Medical Forms:

Every camper and counselor **MUST** have a completed online registration and medical form. Forest Home is **NOT** allowed to check in your group if there are campers who do not have a completed medical form.

### Final Payment:

Final Payment, less the prepaid deposit is due **two weeks prior to your arrival.**

You can send a check in or pay by credit card online.

Credit Card Fee info:

You can make your payment by credit card by logging in to your online account. Please note, we are now charging a 3% processing fee for all credit card payments over \$2000.00. To avoid this fee, you may send a check for the balance due. That should be sent to the address below:

Forest Home  
ATTN: Reservations  
40000 Valley of the Falls Dr  
Forest Falls, CA 92339



## FOR PARENTS: Registration Steps



To register your camper(s) for camp, follow these steps:

1. Click on registration link sent from group leader.
2. Click on Group name and week, then select from the drop down menu who you are registering.
  - **If you have been to Forest Home before** please click the Sign in button on the top right hand corner. Select the camper that you are registering from your account, or add a new camper, and continue through the prompts and you will be lead to the Medical form section. \* \*If you are having difficulty logging in, please refer to the section on the next page entitled: "I know that I have an account, but I cannot access it. What do I do?"
  - **If you have not been to Forest Home before please** sign up by entering in your (the parent's) email address and clicking Get started. When creating a new account, please enter your (the parents) information in as you are establishing the family account. Add your camper to the account, then continue through the prompts and you will be lead to the Medical form section.
3. **\*If you need to stop in the middle of the Medical form and finish it later, when getting back to the Medical form DO NOT click on the registration link that the church sent you. Your camper is already registered.\***

### **Follow these directions to log back in and finish the Medical form:**

1. Log in to your online account by going to [www.foresthome.org](http://www.foresthome.org) and, clicking log in on the top right-hand corner, then click sign in. Enter in your email address and password.
2. Click on registrations at the top and you will see the reservations for your campers for 2021 Summer Camp.
3. Click on the Medical History button to complete the medical form.

### **I know that I have an account, but I cannot access it. What do I do?**

If you know that you have an account but are unable to log into it, there are several possible reasons why. Here are some of them.

- The account may have been created using a different email address.
- You may not be using the correct password.
- There may have been a typo when the account was originally created.

If you are not able to gain access by attempting to remedy the above issues, please have your group leader call Forest Home for assistance.

**DO NOT ATTEMPT TO CREATE A NEW ACCOUNT.**

# SIGNING HEALTH FORMS



## How do I find and complete the health form?

We require that every attendee (child and adult) have an up to date, completed medical form on file prior to coming to camp. No one will be able to participate in camp without this form being completed.

- Once you have logged into your account (see above for detailed instructions), locate your Registrations page.
- Locate the attendee's itinerary
- Click on the Medical History tab to access the Medical form.

Please complete the entire form and sign electronically at the end. The form **MUST** be completed by a parent or guardian if the attendee is under 18.

## Unable to sign the health form:

If you get an error message stating you, the parent, are a minor and therefore unable to sign, please check to see how you have set up the family account. Parents must be noted as being the parents and children labeled as child. If you have not correctly established these roles:

- From your dashboard tab, click on your initials in the top right corner,
- Click on My Family,
- Then click on the name of each member in question to make sure that the correct family role has been selected for each one.

## Please note:

- The Family Admin box should not be checked for a child.
- A family account should never be set up in a child's name.
- Also, double check each member's birthdate to make sure that they have been entered correctly.
- Additionally, every camper and counselor **MUST** have a completed online registration and medical form. Forest Home is **NOT** allowed to check in your group if there are campers who do not have a completed medical form.

## **E-GIFT CARDS (SPENDING \$)**

**\* Forest Home is Cashless \***



All camps including, Children's summer/winter camp, junior high summer/winter camp, and high school summer/winter camp will make all retail purchases by either using a credit, debit or an eGift Card.

### **To purchase an eGift card:**

- Visit <https://squareup.com/gift/ADM9P2DD2AM6M/order> at any time.
- Your eGift Card can be tied to your telephone number, making it easier for your younger campers to memorize the number required for making a purchase (if you wish for them to do so). Additionally, you will have access to check your gift card balance and reload it at any time. Counselors/adults will be utilizing debit/credit cards only. Not prepaid accounts.
- You can also follow the link listed below to the Forest Home website for step by step instructions on how to proceed with creating an E-gift card: <https://www.foresthome.org/about/storecard>.

## WHAT'S MY HOUSING?



Housing assignments will not be available until the week of camp. Please also note that here at Forest Home, we do our best to keep churches together while making housing assignments, however due to factors such as gender breakdowns, numbers, ratios, etc, there is a chance that churches could be splitting a cabin with another church. We always remind our campers and families to prepare to share.

To help us set housing, we will utilize the gender-count breakdowns that you provide through a Google Doc form that will be sent to you in your pre-arrival emails.



## ADDITIONAL HELPFUL INFORMATION



### Pre-Arrival Emails and Communication:

You will be receiving several emails prior to your arrival that contain important information relevant to your reservation. Typically, these emails are sent in the following increments: 60 days out, 45 days out, 30 days out, 18 days out, 7 days out.

We love to communicate and make sure you have all the appropriate information.

### Adding and Removing Spots:

- As stated in your “Terms & Conditions” once you have paid your deposit you are financially liable for each spot reserved.
- You may add spots if there is availability. If you are wanting to add spots, please contact your Forest Home Reservations Associate.
- There is a rare occasion that Forest Home will “Buy Back” your spots. It is a case by case situation and will only be authorized IF there have been other churches from the same week you are attending that need to add spots to their roster.

### Post Camp:

Stay in contact with your Reservations Associate for re-booking information and deadlines.

## NEED FURTHER ASSISTANCE?

We hope this information has been helpful to you. If you still have questions, or need further assistance, you may certainly contact us directly. We can be reached at the email / number listed below:

Sarah Bigham, Reservations Associate  
[sarabigham@foresthome.org](mailto:sarabigham@foresthome.org)  
909-389-4320

Gabriella Boucher, Reservations Associate  
[gabriella.barbato@foresthome.org](mailto:gabriella.barbato@foresthome.org)  
909-389-2229

Again, we are so happy that you have chosen to spend time with us here at Forest Home. We are anxiously awaiting your and excited for your arrival!