

## Frequently Asked Questions

### **How do I know if I qualify for Resident Rates?**

If the City of Columbus picks up your trash you are considered a resident. You can also look up your home address on the Franklin County Auditors Website:

<http://franklincountyoh.metacama.com/do/searchByAddress>

Scroll down to tax district, if Columbus is your tax district, you qualify for resident rates.

### **I cannot find my confirmation for camp, what do I do now?**

Go to [www.activenet.active.com/columbusrecparks](http://www.activenet.active.com/columbusrecparks) and log into your account. You can view your schedule online.

### **My child is a mature five year old who has friends that are six, can he/she go to all day camp?**

There are no exceptions to our age policies for camp. Your child must be six years old by the first day of camp to attend Indian Village, Camp Terra, Camp Walnut, or Winter Camp. Your child must be four years old by the first day of camp to attend Camp Terra Preschool.

### **My child has special needs or behavior problems that may require extra attention; can my child still go to camp?**

We will make reasonable accommodations to our camp activities to ensure accessibility to all campers, as long as it does not take away from the experience of the other campers. If your child uses a personal care assistant during the school year, the aid is welcome to come to camp with your child free of charge. If you have concerns, we recommend you call us at 614-645-5980 to discuss them prior to registering.

### **I am unable to pay for camp all at once, can I pay in installments?**

Yes! You can set up a payment plan for camp. You can chose a payment plan when you register online or we can set it up in person for you. One quarter of your camp fees must be paid at the time of registration. Remaining fees will be divided equally and your credit card will be charged automatically when payments are due. All payments are due prior to June 6<sup>th</sup>, 2014.

### **I am unable to afford camp, but I still want my child to attend, can you help us?**

P.L.A.Y. Grants are available for those families with children on Medicaid, school lunch programs, or who meet certain income requirements. P.L.A.Y Grants cover one session of camp per child. Maximum amount awarded is \$80 per child. P.L.A.Y. Grants must be approved **before** you register for camp. You will be emailed a code to use during camp registration to have the grant amount discounted from your fees. Requests for P.L.A.Y. Grant applications should be emailed to [volunteers@columbus.gov](mailto:volunteers@columbus.gov). If you have questions please call 614-645-3325.

Outdoor Education CRC (Community Recreation Council) Scholarship Essay Contest is accepting entries through February 8, 2014. 10 scholarships will be awarded (up to a \$130 value) for your child to attend any of our Outdoor Education Camps.

### **I am on the waiting list for camp, now what?**

When a space becomes available in the session you are wait listed for, we will **email** you to let you know that there is a space available for your child. Due to the volume of campers we have on our waiting lists you will be given 48 hours to respond before your spot is offered to the next child on the list. Please

make sure you have a current email address linked to your activenet account and add [OutdoorEducation@columbus.gov](mailto:OutdoorEducation@columbus.gov) to your address book. Otherwise you may miss our email.