

## NJ Synod Youth Ministry Retreat - FREQUENTLY ASKED QUESTIONS

### **1. Who should register your participants?**

Our online registration is set up so that one person - ideally the primary adult leader for the group - will register everyone in the group at one time.

### **2. What if someone needs to cancel?**

Cancellation can only be done by phone or e-mail. The youth leader must call Debbie at the Synod office (609-586-6800) or e-mail changes to [dcrawford@njsynod.org](mailto:dcrawford@njsynod.org) . There will be a cancellation fee based upon how close to the event date you cancel. If you cancel **BY THE DEADLINE DATE**, the cancellation fee will be \$5 per person. If you cancel **AFTER THE DEADLINE DATE**, but less than a week prior to the event the cancellation fee will be \$25 per person (and you will still get a t-shirt). if you cancel less than a week prior to the event - no refunds are possible!

### **3. Can I REPLACE a participant at NO CHARGE?**

Yes - but only if they are the same Gender and Grade, since the housing & small group assignments will have already been completed.

### **4. Where can I find a paper form to give out to my youth?**

We have created an "Event Participant Information Sheet" that you may print and hand copies to the youth/parents to collect the information you'll need to registered them. These EPIS can be found on the appropriate event page (ATW or WYA) and on the the AlmostEverything/CD. Note that these forms are to be submitted to the registrar - they'll only intended to help congregational leaders prepare for their online registration process.

### **5. What about the covenant and insurance information?**

When the youth leader submits each registration, the on-line system will **AUTOMATICALLY** send an e-mail confirmation back to the e-mail address of the leader. Attached to that confirmation will be the blank covenant and request for insurance information. It is the responsibility of the leader to have each youth/parent fill out and sign the form and **BRING THE FORMS WITH THEM WHEN THEY COME TO THE EVENT.**

### **6. How are event payments being handled this year?**

Funny you should ask! You can either send the check in **AT LEAST** a week prior to the start of the event - **OR** - you may bring the **FULL PAYMENT** with you when you arrive.

We are exploring an on-line payment option starting in early 2012 (in time for WYA, hopefully) and will let the world know if and when it is up and available!

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**7. Can I come for only part of the event? (for example: arriving Saturday morning, or leaving Saturday evening)**

Unfortunately, with events the size and nature of our retreats, we simply aren't able to allow participants to stay for just a portion of the event. We know that young people and adults are often involved in many activities and have many responsibilities, but allowing these exceptions just isn't feasible. Thank you very much for your understanding and compliance with this policy.

**8. Can I make changes to any of the registration I have submitted (such as t-shirt size)?**

YES - that can be done by calling Debbie at the Synod office (609-586-6800).

**9. What is the ratio of adult to youth?**

We prefer to have a ratio of 4 or 5 youth to 1 adult. We allow a maximum of 7 youth for each adult participant.

**10. Do we have to have a male & female adult chaperones if we are bringing both male and female youth?**

If at all possible, yes. However, we understand how difficult it can be to find other adults who can make such an important commitment. If you have more than 6 of either gender, please make every possible effort to get a chaperone of that same gender to be responsible for the housing of those youth.