

# Group Hold



## Online Registration Guide

This is a quick guide for using a Group Hold for a Ridge Haven Camp! Both youth and leaders must complete the registration process as campers.

### 1. Receive a Group ID#

Your child's youth leader should be able to share this unique number with you. You can also reach out to Ridge Haven directly and we would be happy to provide it!

### 2. Parents Complete Registration for each Camper

The legal parent/guardian must set up the account and complete the registration for their camper as there are consent signatures required as part of the registration process.

### 3. Register Online

To register a camper, go to our website, <http://www.ridgehaven.org/registration>.

Returning campers will login to their account and new campers will set up a new account.

Once logged in, the system will ask if you have a Group ID#. Enter in the Group ID# and complete the remainder of the registration process.

*If you have any problems with registration, there is a red chat button at the top of the screen, and someone will be available to assist during normal business hours or call number listed at the top of each page for technical support.*

### 4. Payment

- If prompted for a payment, then a \$100 deposit is due to complete registration. Final payment is due two weeks prior to camp.
- If NOT prompted for a payment, this means the church is paying Ridge Haven and families are responsible for paying their churches directly for the cost of camp.

You may add money to your camper's store account by clicking "Make Payment". This allows him/her to make purchases at the camp store & ice cream shop while at camp. Purchases can also be made with cash, debit, or credit cards.

**\*Note about the camp store:** If your child has a balance of \$5.00 or less remaining at the end of camp, that balance will be placed in Ridge Haven's General Scholarship Fund. If your camper's store balance is greater than \$5.00 at the end of the week, the balance will be refunded to your card.

## FAQ

1. **Login issues:** Returning campers must login to the same account as previously set-up. Please do not attempt to create a new account. If you cannot remember your login information, please call our office to have it reset.
2. It is not recommended to register using a phone, the software is not supported on the platform. Forms in general do not save from a phone.
3. The Emergency Contact for your camper CANNOT be the same person entered as Guardian 1 or Guardian 2.
4. Adult Leaders need to complete the same forms as students. Unfortunately, there is no way to separate the registrations, so just fill in the information appropriately and select "Adult" for your grade.

*Please reach out with any questions or concerns – we are here to help! 828-862-3916*