



"To enrich lives through exceptional experiences with art and nature."  
*STEWARDSHIP • INCLUSIVITY • SERVICE • EXCELLENCE*

## **Summer Camp at Newfields Lottery Registration FAQs**

### **Why did Newfields change the registration process?**

In past years, parents have told us that registration is the most uncertain part of participating in our Summer Camps. So, in 2020, we created a new lottery-style application system to improve the experience. We will be using an almost identical registration system for 2022. Some of the benefits are:

- Allowing families a longer time frame to register (a few days instead of a single day due to camps filling quickly).
- Giving families an equal chance to be enrolled in camp.
- Making it easier to register siblings for the same camp week.
- Providing more timely communication about waiting-list placement.

### **Do I have to be a member of Newfields to register for camp?**

Yes. Registration is open to members at the Family level and above. Families will be required to submit their membership number on their lottery application. To become a member, visit <https://discovernewfields.org/join>. If you have any questions about your membership, please contact Alexis Fort, Member Services Coordinator, at [afort@discovernewfields.org](mailto:afort@discovernewfields.org).

NOTE: In recent years, the number of people trying to register for summer camp has exceeded the number of spaces we have, so membership does not guarantee registration.

### **How does a registration lottery work?**

The lottery application window will be open for a short time. To have your lottery application included, applicants must save their credit card information is saved in VBO and complete only **one** family lottery application form, located at [www.discovernewfields.org/summer-camp](http://www.discovernewfields.org/summer-camp). Staff will randomly draw applications and process them until camp spots are filled. If a camp fills up, lottery applicants will be placed on a waiting list. If any camp spots remain unfilled, they will be available for purchase online.

### **Why do you I need to save my credit card information in the online ticketing system (VBO)?**

If your family's lottery application is chosen, we will purchase the camp for you using this credit card. If the credit card is not on file, there is a chance you will lose your place in line for the lottery.

### **What is the registration timeline for the summer 2022 camps?**

The lottery application window opens Friday, March 4, 2022, and closes Monday, March 7, 2022. Camp registrations will be processed during business hours March 8-11.

<b>March 4-7</b>	The lottery application window opens.
<b>March 8-11</b>	Newfields will randomize applications and process registrations.
<b>March 14-18</b>	Newfields will send out wait-list positions to families whose applications were not selected.
<b>March 31</b>	Any remaining camp spots will be available to purchase online.

### **How do I submit my lottery application?**

The lottery application form is available at [www.discovernewfields.org/summer-camp](http://www.discovernewfields.org/summer-camp) on March 4. There are two steps to take to submit your lottery application:

1. Save your credit card information in Newfields online ticketing system (VBO) on the website. If you need help navigating this process, [click here](#).
2. Complete one lottery application form with your child(ren)'s name(s) and camp selections. Each family should submit only one application form.

Applications will only be accepted via the online form. If you have questions about your application, please email [IMASummerCamp@discovernewfields.org](mailto:IMASummerCamp@discovernewfields.org). Please do not call the Museum or mail in your application.

### **How do I find out if I am registered for camp or placed on a wait list?**

Newfields staff will contact families using the email address that is supplied on the lottery application form, according to the schedule listed above. If your child is registered for camp(s), you will receive an emailed confirmation **on or before March 11**. If your child is placed on a waiting list, staff will reach out to you with information about your position **on or before March 18**. We will keep a separate waiting list for each camp.

### **Do I have a better chance in the lottery if...**

#### **I register early in the lottery application window?**

No. It does not matter when you submit your application as long as you do so before the deadline of March 7.

**I register for multiple weeks?**

No. Each family should submit one application. Whether your family is requesting one week or a full summer, you will only be counted once in the lottery.

**I register multiple children?**

No. Each family will be counted one time.

**I am trying to coordinate camp registration with another family; how do I do that?**

Both families should submit separate lottery applications listing the same camp and week. At this time, we are not able to process multiple family applications.

**Can I register my child and their friend for camp?**

Yes. However, their names should be listed together on **one** lottery application. In this instance, if the parents of your child's friend do not submit an application, then you can include your child and their friend on your application.

**Can I enter the lottery more than once?**

No; each family should submit one lottery application.

**What if I need to change my lottery application?**

If you need to update your lottery application with an additional child or change your camp selection, please email [IMASummerCamp@discovernewfields.org](mailto:IMASummerCamp@discovernewfields.org). All applications will be considered final once the lottery application window closes on March 7.

**What if I miss the lottery application deadline?**

If you miss the lottery application window, you can still join a waiting list for your desired camps by emailing [IMASummerCamp@discovernewfields.org](mailto:IMASummerCamp@discovernewfields.org). Your request will be processed in the order that we receive it, after we prioritize families who submitted a lottery application. Any open spots will be available for purchase after March 31.

**If I receive a spot in camp, when do I pay for it?**

The credit card that you saved in VBO will be charged during the week of March 8-11. When your card is charged for the application fee, you will receive an emailed confirmation. You will receive an updated confirmation when your card is charged with your camp fees. If you do not receive a spot in camp, your card will not be charged.

**What happens to unfilled camps spots?**

We anticipate that about 95% of camp spots will be filled via the lottery. Tickets will go on sale at 11 am on March 31 for any remaining spots. If you are on a waitlist, you can register for these openings at this time.

**Will I know what my waiting list ranking is?**

Yes. Families will be notified via email with their position on the waiting list. If your child is placed on more than one waiting list, you will receive information about their position on all of the waiting lists that they are a part of.

**When will I know if I am moved from the waiting list?**

If a spot opens up in a camp, you will be notified via email by a Newfields staff member. You will have 72 hours to respond to the notification.

**How likely am I to receive a camp spot while on the waiting list?**

Though it is difficult to predict with certainty, you may have a good chance of coming off of a waiting list to join a camp. Because our camps fill up so early in the year, we often see cancellations through the spring.

**What if I need to cancel my camp reservation?**

We always appreciate knowing as soon as possible if you need to cancel your registration. Camp cancellations and refunds will be issued according to the following schedule:

If you cancel your registration...

**Through April 9:** campers are eligible for a full refund.

**Between April 10 and May 6:** campers are eligible for a full refund, minus a \$50 processing fee per registration. (For three-day camps, the fee is \$25 per registration).

**After May 7:** no refunds will be given.

**I have more questions. Who can I contact?**

Please email [IMASummerCamp@discovernewfields.org](mailto:IMASummerCamp@discovernewfields.org). A Newfields staff member should respond to your message within two business days.

[https://discovernewfields.org/application/files/9816/0762/6073/Save\\_CC\\_info\\_in\\_VBO.pdf](https://discovernewfields.org/application/files/9816/0762/6073/Save_CC_info_in_VBO.pdf)