



PLAY, CONNECTION, COMMUNITY, WONDER

FREQUENTLY ASKED QUESTIONS

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SUMMER CAMP & RETREATS

ELIGIBILITY

My child is only eight; can they come to camp?

- Your child must be nine (9) by August 31st or 19 after August 31st to be able to attend Summer Camp
- For Retreats and Special Events, please refer to registration information and communications.

If I want to go to Family Camp, but I'm single, don't have kids, or my family can't come, can I still attend?

- If you are married with kids, or married with no kids, a single parent with kids, or even a grandparent(s) with grandkids, you are more than welcome to join us for family camp! Join us, we'd love to see you during Family Camp!

Can we bring friends to camp?

- Of course you can! We would actually love to have you bring a friend! It's a great way to share your camp experience with others and for first time campers, it may even help the camper feel more at ease and more excited about experiencing camp with a friend.

What if my child is an introvert, is camp for them?

- Though Camp Swamp has a number of activities to keep campers busy, there are a variety of free time activities that are included in the camper's daily schedule that make space for all types of people and personalities. There is always space for you or your child!

REGISTRATION

What is the Swamp Registration Account?

- This is the account created after you completed the initial registration form; it is called your Swamp Account and is accessed via the [Swamp Parent Dashboard Login](#) . From this account you can:
 - Request changes in current registrations
 - See important news updates
 - Update your personal and billing information
 - Add Campers
 - Pay your balance
 - Register for other weeks or programs
 - And more.
- New Family to Swamp? Click [here](#) to access the Swamp Parent Dashboard. Then click 'Create your account' link.

How do I access my account after registering?

- Access your Swamp Account via the [Swamp Parent Dashboard Login](#)

What is the billing contact?

- This is the primary party responsible for making payments who will be our first point of contact for any account related questions.

How do I make a change to my child's registration information?

- Login to your Swamp Account via the [Swamp Parent Dashboard Login](#)

Click Contact Us.

SUMMER CAMP & RETREATS

How do I register my child for multiple weeks?

- Each registration is entered one at a time per camper. Each registration will be listed under your camper's name in the Enrollment section of your Swamp Account. Click Enroll button to see all the offerings the camper is eligible for. Eligibility is based on age, grade, or gender or a combination thereof.

How do I register more than one child?

- Click the green +Add Camper button in the Enrollment section of your Swamp Account.

What if my child needs to bring medicines?

- Medicine information is provided on each event page

What time do campers check in on Sunday?

- Summer Camp Check-In is open in the dining hall from 3 PM until 5 PM.
- If you are going to be late, or unable to attend, please call (706) 352-4451* that day, so we do not give away your bed.
- For Special Events or Retreats, please refer to information and communications for check-in times and places.
- A Pre-Arrival email will be sent a couple of days before each event with pertinent information, i.e. check-in, pick up times, balance due payments, directions, etc.
- * This number is not for general registration questions and is not monitored regularly when camp is not in session. Contact Us for general questions.

Should my child bring their phones or music devices?

- We are no cell phone space.

ARRIVAL/PICK-UP

What time do I pick up my child on Saturday?

- Each summer camp week ends on SATURDAY with closing ceremonies at 10 AM. Parents, please join us before you depart.
- Please be prompt in picking up your children.
- For Special Events or Retreats, please refer to related information and communications.
- A Pre-Arrival email will be sent a couple of days before each event with pertinent information, i.e. check-in, pick up times, balance due payments, directions, etc.

Is there any information before I arrive?

- A Pre-Arrival email will be sent a couple of days before each event with pertinent information, i.e. check-in, pick up times, balance due payments, directions, etc. You can also see general information now, on the event page.

Can I or other parents or students visit camp?

- Only with special permission from the directors. We have found that visitors take away from the week's total experience and so we highly limit this traffic.

Please inquire and call before showing up as this can cause a security disturbance as well.

SUMMER CAMP & RETREATS

TAX ID & SECURITY

What is your Tax ID number and status?

- Swamp Camp Services, Inc. aka The Swamp is a 501(c)3, Publication 78 listed organization. Our Tax ID is 58-2381032.
- Click [here](#) for a copy of our IRS Exempt Letter.

How secure is my data?

- If you have access to the Internet from the computer that you are registering on, your data is already on the Internet and is vulnerable.

An analogy our supplier likes to use is that you don't keep your life savings at your house, you take it to a place built to protect money. It is our belief that your data is safer with our supplier than in your home. Their servers are behind state of the art firewalls, monitored 24 x 7 x 365, require biometrics to enter, and reside in the same facility where some of the largest U.S. banks host their servers. They take storing client information very seriously and adhere to the strict credit card processing security rules and policies.

You can utilize www.campswamp.com with confidence. We have partnered with a leading payment gateway, to offer safe and secure credit card and electronic check transactions for our customers.

DIETARY RESTRICTIONS

Do you offer a gluten-free menu?

- Click [here](#) for our Gluten-Related Position Statement.

My child is a vegetarian. Do you have something to eat for him or her?

- Vegetarian requirements are considered with the same philosophy as are gluten free situations. (Click [here](#) for our Gluten-Related Position Statement.)

Please [contact us](#) regarding any vegetarian questions.

CAMPER MAIL

Where do I send mail to my child?

- Mail is given out each day.
- Send all mail early in the week to be sure it arrives on time.
- All packages and letters must be sent through the mail.
- Please write a return address on your package or letter.
- Due to limited storage, hand delivered mail will not be accepted at drop off.
- Swamp Camp
Attn: Camper's Name
1400 Maxeys Road
Union Point, GA 30669

SUMMER CAMP & RETREATS

PAYMENTS & FINANCIAL RELATED INFORMATION

What are the steps for my church to support a camper or campers?

- Please do NOT send money to the camp on behalf of the members you are supporting. In the past, churches have mailed us one lump sum to cover their member's registration fees. This got confusing as some people had not registered and others showed up the day of check-in expecting it to be paid but it wasn't.

Please follow this procedure:

- a. Have the member register their child and pay the required deposit. (Both a registration confirmation and a payment receipt can be printed for your verification; the deposit helps them be invested and gives us a level of assurance the camper will show.)
 - b. Make a check payable to Swamp Camp Services, Inc. (This will alleviate any concern of the check not being used for camp.)
 - c. Give the check to the member. (They know the amount is covered and they have the responsibility of turning it in--not you or the camp.)
 - d. They turn it in when they check their child in at camp. (This way they own the completion of this process.)
- Adherence to these steps will:
 - Alleviate the need to track down people who haven't registered. (This took our small staff an enormous amount of time in the past.)
 - Avoid any potentially embarrassing situations at check-in when they think registration has been paid and we show nothing has been paid. (Usually miscommunication or no communication and they feel embarrassed...then this drops into the track-down process.)
 - Keep us from having to process refund checks for those whom the church thought they were supporting and then didn't register, or acquire additional funds from you or the family for those who thought money was paid on their behalf and it wasn't. (Yet another way steps can be alleviated)
 - All of the above situations have happened repeatedly in the past. We are trying to avoid any of these.
 - Many groups have followed this process in previous years and it worked like a charm, encouraging more direct communication between the church benevolence team and the member, and removing the camp as the middle man/banker.

Thanks for complying with this process. If you have any questions, please do not hesitate to [Contact Us](#).

SUMMER CAMP & RETREATS

PAYMENTS & FINANCIAL RELATED INFORMATION

Do you offer scholarships for camp fees?

- We never want money to be the reason someone cannot come to camp. Please [Contact Us](#) if you need any assistance! We'd love to help you.

Why is a deposit required?

- The deposit, which will be applied to your total fee, is used to reserve a spot. In the past, we didn't require a deposit and people would sign up and then not show up, taking a spot which could have gone to another camper. We felt we needed to have something in order to judge the seriousness of the registration and to reduce no-shows.

My account is not showing the advertised discount?

- Discounts should be automatic. If yours has not, please [Contact Us](#).

How much money should my child bring to camp?

- There are two occasions for your child to spend money at camp: doing crafts or buying snacks from the canteen.
 - We have a craft each day that is free, but all other crafts must be purchased (prices range for those from \$.50 to \$3.00).
 - Snacks may be purchased several times during the day, (prices range from \$.25 to \$1.50).
 - All can sodas are \$.75 and all bottle drinks are \$1.25.
 - We suggest \$2 to \$3 a day.
- There is a bank and the campers can check out the money they need for each day.

RENTALS

FOOD

I remember camp food. Is your food good?

- We are especially proud of the food we serve. Besides three hot meals a day we have a fruit and/or salad bar at most meals. We always offer PB&J sandwiches at every lunch and dinner during summer camp.

Our staff is ready to work with you on a meal plan that meets both your taste and financial needs.

Food is #1 or #2 highest ranking item in our Customer Experience Surveys.

LOCATION

Where is the camp located?

- We are 75 miles east of Atlanta right off of I-20 close to Greensboro, GA., in the town of Penfield.

RESERVATIONS

How do I make a reservation?

- For a weekend retreat or special event, please check our [availability page](#), then complete a [Get a Quote form](#) with the open dates. We will reply with a formalized quote and contract tailored for your event. Please feel free to [contact us](#).

RESTRICTIONS

What restrictions are there at your facility?

- For a weekend retreat or special event, please check our [availability page](#), then complete a [Get a Quote form](#) with the open dates. We will reply with a formalized quote and contract tailored for your event. Please feel free to [contact us](#).

QUALITY

Will we be "roughing it?"

- The cabins are heated and air-conditioned as well as the dining hall, which serves as a general meeting space or a craft and game area during the day. The bath houses are very spacious and modern and heated, with every shower stall private and clean.

Does that make it a little easier?

POOL

Is the pool safe?

- Yes. We have licensed lifeguards on duty anytime the pool is open. There is a chain link fence around it that is locked whenever the pool is closed.

EMERGENCIES

What if there is a medical emergency?

- The town of Greensboro, approximately 20 minutes away, has a hospital owned and operated by St. Mary's Hospital out of Athens. Erwin, our camp Facilities Manager, is a member of the area Volunteer Fire Department and is trained in medical emergencies.

SWAMP CORPS

ABOUT

What is Swamp Corps?

- Swamp Corps is a non-profit organization operating under the arm of Swamp Camp Services, Inc., the year-round retreat, conference, and overnight camp facility more commonly known as Camp Swamp. Swamp Corps' overarching purpose is to replicate the Camp Swamp culture by planning, organizing, and directing summer camps for 9-18 year old children around the world.

ELIGIBILITY

Who can go on a trip?

- Participant Eligibility:
 - Be 14 years of age at the time of travel; unless traveling with parent and then need to be camp age (9+)
 - Have attended Camp Swamp for at least four (4) weeks in one's lifetime (campers and counselors only)
 - NOTE: Can be waived depending on the needs of the trip.
 - Be mature enough to be on a team in an extreme selfless and giving environment
 - Other factors determined on a case-by-case basis (i.e. needed skills such as counseling, life guarding, nursing, etc.)
- *NOTE: Priority is given to those participants who are from a location that in anyway supports the host community so that relationships and sustainability are fostered and maintained.

THE EXPERIENCE

What is the "Swamp Experience?"

- Wow...a tough question if you have never been to Camp Swamp.

It's a time of extreme fun for kids ages 9-18 in an environment where they can:

- Be themselves,
- Learn about and put into practice citizenship and good character behavior: service, gratitude, humility, encouragement, and forgiveness...without being ridiculed, and
- Surround themselves with best friends and love.
- It's not about a place or a building or how much money someone has or has not or even how fancy the facility.
It is:
 - about relationships: with God, with each other, with our neighbors, with our communities, and with our families.
 - A retreat from the daily pressures of young life in order to strengthen and mature quality character in a safe atmosphere.
- It's where a kid can be a kid and still learn to grow up!

What is a "Host Community?"

- Yes. We have licensed lifeguards on duty anytime the pool is open. There is a chain link fence around it that is locked whenever the pool is closed.

SWAMP CORPS

THE IMPACT

Where has Swamp Corps been invited?

- 2010
 - Jamaica (Year 1)
- 2011
 - Jamaica (Year 2)
 - Barbados (Year 1)
- 2012
 - South Africa (Year 1)
 - Barbados (Year 2)
 - Jamaica (Year 3)
- 2013
 - South Africa (Year 2)
 - Brazil (Year 1)
 - Barbados (Year 3)
- 2014
 - South Africa (Year 3)
 - India (Year 1)
 - Bahamas (Year 1)
- 2015
 - India (Year 2)
 - Brazil (Year 2)
 - Bahamas (Year 2)
 - Zimbabwe (Year 1) {as trained by South African Camp Staff}
- 2016
 - Nicaragua (Year 1)
 - India (Year 3)
 - Brazil (Year 3)
 - Bahamas (Year 3)
 - Zimbabwe (Year 2) {as trained by South African Camp Staff}
- 2017
 - Nicaragua (Year 2)
 - India (Year 4)
 - GC Camp (Year 1)
 - Zimbabwe (Year 3) {as trained by South African Camp Staff}
- 2018
 - Nicaragua (Year 3)
 - Cambodia (Year 1)
 - GC Camp (Year 2)
 - Kenya (Year 1)
 - St. Vincent {as Conducted by Barbados}
 - Mozambique (Year 1) {as trained by Brazil & South Africa}
- 2019
 - Cambodia (Year 2) – May
 - Honduras (Year 1) – June
 - Taiwan (Year 1) – Aug
 - Kenya (Year 2) – Aug
 - GC Camp (Year 3) – Oct
 - Mozambique (Year 2) – Dec {as trained by Brazil & South Africa}

SWAMP CORPS

THE IMPACT

Where has Swamp Corps been invited? (CONT.)

- 2020
 - COVID Interruption
- 2021
 - Honduras (Year 2) – June
- 2022
 - Honduras (Year 2) – June
 - Cambodia (Year 3) – Sep
 - Nepal (Year 1) – Oct
- 2023
 - Sao Paolo, Brazil (Year 1) – Jan
 - Paraguay (Year 1) – Jan
 - Taiwan (Year 2) – July
 - Nepal (Year 2) – October
- 2024
 - Sao Paolo, Brazil (Year 2) – Jan
 - Paraguay (Year 2) – Jan
 - Taiwan (Year 3) – July
 - Botswana (Year 1) – August
 - Nepal (Year 3) – October
- 2025
 - Sao Paolo, Brazil (Year 3) – Jan
 - Paraguay (Year 3) – Jan
 - Bolivia (Year 1) – Jan
 - Botswana (Year 1) – July

COSTS

What are the costs?

- Each trip has a different cost.

APPLYING

How do I apply?

- See all steps on our Application page under 'Swamp Corps'

How do I get accepted?

- Applications are accepted based on the following criteria in this order:
 - a. Meeting eligibility requirements
 - b. Having particular experience or skill set needed for the trip (i.e. nursing, counseling, life guarding, language skills, etc.)
 - c. Residing from a location that in anyway supports the Host Community
 - d. Seniority by age
 - e. Fill remaining open slots
 - f. Paying deposit according to schedule – this secures your spot.
- KEY NOTE: All approvals are at the final discretion of the Executive Director and Camp Program Director based on what is needed in order to most effectively meet Swamp Corps' Mission and Strategy for the host community.

SWAMP CORPS

AFTER I APPLY

What happens after I apply?

- If you meet the eligibility requirements, you will receive an application acceptance email stating that your deposit is now due to reserve your spot and complete the application process.

Once a deposit has been received, you will next receive a confirmation email welcoming you to the Swamp Corps trip, requesting for any further information (i.e. name as written on passport, tee shirt size, etc.), and including a fundraising letter. Further instructions will be forthcoming and ongoing.

Several things to start doing:

- a. Obtain a passport; click [here](#) for more information.
- b. Obtain a visa, if required. You will be provided with clear directions on the Trip Detail Information Page as each country has specific requirements.
- c. Create a fundraising plan. For example, list out 30 people who will give you \$100 dollars and call or talk to them in person, yes, personal contact so they can see your excitement and feel your reason for going.
- d. Review the payment deadlines (see next question) and plan accordingly.
- e. Update your vaccine shots. Click [here](#) for more information from the CDC or see each trip's Trip Information Page with a specific link to the host area's CDC recommendations.

f. Have your parents and loved ones RSS Feed the [Swamp Corps Blog](#) so they can follow your journey.

- Our Participant Coordinator will communicate various information along the way to walk you through the process of preparing for departure. Feel free to contact this person at any time.

PAYMENTS

What are the payment deadlines?

- Deposits and payments for airlines, camp location reservations, transportation reservations and the like are dependent on your adherence to this schedule.

Please be on time with your payment as deposits/payments for the trip must be in a timely manner.

How do I make a payment?

- Three Options:
 - a. Send Check or Money Order made payable to Swamp Camp Services, Inc. to our business office at:
 - Swamp Corps, 3605 New Holland Drive, Wilmington, NC 28412
 - Please write in the memo field the participants name and trip name.
 - b. Via your [Swamp Account](#).

SWAMP CORPS

PAYMENTS

Can I get a refund?

- Yes; however, please understand that the cost of the trip is impacted by the number of people going as costs are disbursed over the total attending. If you must cancel your trip, this will increase the cost of everyone and could impact the total refund available to you.

We will follow the guidelines below as long as it does not impact other's costs too significantly.

- After the deposit is paid, \$100 per person per trip is non-refundable no matter the circumstances.
- All but \$100 is refundable if cancellation is made before the airline deposit refund deadline.
- After the airline deposit refund date has passed, then \$200 is non-refundable.
- After the airline ticket is purchased, all monies collected greater than that of the cost of the airline ticket plus \$200 will be refunded.

Should I get personal travel insurance?

- This is a personal choice. Here are two options for you:
 - Eric Padelford, Padelford Insurance Agency, [International Insurance Plans](#)
 - [Travel Guard](#)

What are the payment deadlines?

- By all means! They would appreciate that tremendously.
- Two Options:
 - a. Send Check or Money Order payable to Swamp Camp Services, Inc. to our business office at:
 - Swamp Corps
3605 New Holland Drive
Wilmington, NC 28412
 - Write participant's name in the memo field. It will be credited to their account.
 - b. See [Donate Now](#) page for online donations.
- Donations are also accepted for general operations.

Our tax identification number is 58-2381032 and we are a 501c3, Publication 78 organization; however, please check with your accountant to verify the deduction.

AIRPORT

Where do we meet at the Atlanta airport?

- During the last conference call before our departure we will designate a place to meet. Generally it is in front of the ticket counter for the airlines we are flying.

Domestic flights are either in the North or South terminal depending on the airline.

SWAMP CORPS

DOCUMENTS

What documents do I need in order to travel?

- You will need a passport with six months validity from the date of return.

If you are 17 years of age or younger at the time you obtain a visa or travel, whichever is earlier, you will need a completed and notarized Consent for Minor To Travel Form. Click [here](#) to download. Depending on the destination, some countries include this form in the Visa application process.

Some countries require a visa. Refer to the trip's [Trip Information Page](#).

Should I register with an U.S. Embassy and, if so, how do I do it?

- It is not necessary; however, depending on the location it might be wise. This is an individual preference.

For more information on registering with the embassy go to the [Smart Traveler Enrollment Program](#).

BENEFITS

What do I gain from participating in Swamp Corps?

- Swamp Corps offers to each...

(Seen next page for description.)

Student Participant:

- [Service Learning Opportunities](#)
- [Multicultural Sharing](#)
- [Leadership Training](#)
- [International Travel Experience & Goodwill](#)
- [Diversity and Cultural Tolerance Training](#)
- [Exposure to New Traditions, Languages, and Societies](#)
- [Personal Growth Via Unaccustomed Experiences](#)
- Host Community Participant:
 - [Safe and Fun Overnight Camp Experience](#)
 - [Peer-to-Peer Relationship Training](#)
 - [Service Oriented Activities](#)
 - [Interpersonal Skills Training](#)
 - [Character Based Training](#)
 - [Team Building Exercises](#)