



# Adventure and Bike Ventures Camp **Registration Guide**



# Evergreen Adventure and Bike Ventures Camp

## Registration Guide

### Preface

Our Adventure and Bike Ventures Camp registration guide has been carefully crafted by our camp team to help improve and inform your overall experience for registration day through our online registration portal, [Camp Brain](#).

On registration day, our camp team will do our best to assist as many people as possible but may not be able to provide immediate assistance with our online registration portal, [Camp Brain](#).

Thank you in advance for taking the time to thoroughly read through this guide. Additionally, we highly recommend reading our Adventure and Bike Ventures Camp Handbook prior to registration.

We appreciate your patience in advance and if you have any questions, we'd be happy to help.

Please write your query to [camp@evergreen.ca](mailto:camp@evergreen.ca).

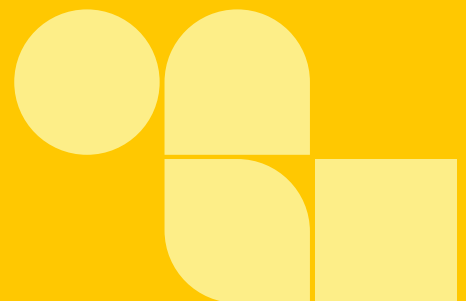
### Important Dates

For Adventure & Bike Ventures Camp, registration opens on **Wednesday, January 29 at 8AM.**

For the Outdoor Leadership Course, applications open on **Wednesday, January 29 at 8AM.**

Remaining payments will be processed on **Wednesday, May 7th.**

First day of all Camp Programming is **Monday, June 30th at 8:45AM.**



# Frequently Asked Questions

The FAQ list below has been put together from common queries we have received in the past in hope it will provide you with confidence and clarification for a smoother registration experience

For any further queries, please contact our camp office.

## **What is Camp Brain?**

[Camp Brain](#) is our third-party online registration portal. Though we work closely with Camp Brain to provide you with a smooth experience, Evergreen is not responsible for system errors on Camp Brain.

At the time of registration, you will need a valid Camp Brain account to register for camp programming at Evergreen Brick Works and for making payment using a valid credit card or through direct deposit payment.

## **Do you accept registrations over the phone?**

We do not, however, our camp team will be available by phone on registration day to help with any troubleshooting issues. If you are unable to get through on the phone lines, please leave a voicemail message and we'll do our best to get back to you as soon as possible. Thank you for your patience and understanding in advance.

## **Can I register multiple children at once?**

Yes! To register more than one child at once, place all your sessions in your cart before filling in your campers' forms. See more details on page 10.

## **Is there a limit on the number of weeks I can register for?**

To ensure access to as many children as possible, we ask that you limit your registration to two sessions per camper for the duration of the season. If your preferred session is full, we strongly encourage you to sign up for our waitlists.



**While I'm filling out all the forms, will my spot be held?**

Yes! Once you have your camp sessions in your cart, they will be held for 30 minutes, giving you ample time to fill out all mandatory forms, including the medical form, and complete payment.

**All camp sessions were full when I signed in, did I miss the registration date?**

Some sessions fill up within minutes. You can always sign up for our waitlists if you find that all sessions were full upon signing into Camp Brain.

We offer waitlist spots based on the date and time stamp of the registration, so the sooner you get on a waitlist the better. Our team will reach out to you should a spot become available for your camper so please make sure your contact information is updated on Camp Brain.

**My child is younger than their classmates, and I want them in the same camp group as their friends, what should I do?**

Our camp sessions are grouped by age to provide your child an age-appropriate experience at Evergreen Brick Works! Additionally, our registration system calculates groups based on age, not grade, and so, sessions will be made available to you according to your child's birth date.

If you strongly feel that your child would excel in a different age group, please email us with your concern and our camp team will get back to you with the best course of action. Please note we are unable to guarantee age group exceptions and friend requests.

**Do you provide financial assistance?**

Yes! Evergreen offers bursaries for our Day Camp programs. Applications are considered on first come first served basis. The bursary application will close once funding is exhausted. Please [click here](#) to submit your bursary application and one of our staff will get back to you as soon as possible.

If you are applying for a bursary, please select the 'bursary only' payment plan during registration. You will not be charged until the bursary has been applied to your camper's registration.

To learn more on our bursary program and our application process, please write to us at [camp@evergreen.ca](mailto:camp@evergreen.ca)

**Can I add extended after care at a later date?**

Yes! We can easily add your child to our extended after care program at a later date, however, we would appreciate to have your child added to this program at least one week prior to your registered camp session.

Conversely, we can always remove extended care for no extra charge if cancelled within 21 days of your registered camp session.

**What is your waitlist registration system?**

If your preferred camp session is full at the time of registration, we strongly encourage you to sign up for our waitlists. The sooner you are on our waitlist, the higher the chances your camper has to attend camp!

If your camper is registered on a waitlist, we will be in touch with you via email should a spot become available for you! If you have not heard from our team, it is likely the camp session is still full.

Should a spot become available for your camper, and for any reason we have not heard back from you within the said period of time, we will be moving on to the next person on the waitlist. Please ensure your contact information on your [Camp Brain](#) account is accurate and updated. If you are having any trouble with this, please contact our camp office.

We do consider priority to campers with registered siblings.

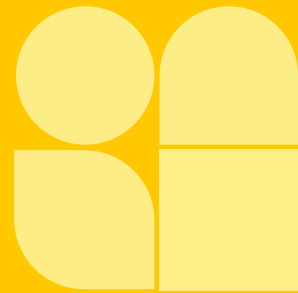
**When I log into my Camp Brain account before the registration date, why can I not see any camp information?**

Information about all our camp programs under Adventure Camp including Bike Ventures and Rangers (formerly LIT) will only go live and be made available on Camp Brain on Wednesday, January 29th at 8am.

Information about our Outdoor Leadership Course under Adventure Camp will only go live and be made available on Camp Brain Wednesday, January 29th at 8am. If after the said dates and times as noted above you are still not able to register or apply, please make sure your child is eligible for the camp session you are interested in as our camp groups are grouped by age.

**Hot Tip**

If you are having trouble viewing information on Camp Brain, we suggest for you to refresh your browser, check and clear cache cookies, or try using incognito mode. If you continue to have trouble with registration, please contact our camp office.

**What payment methods do you accept?**

All payments must be processed through our online registration portal, [Camp Brain](#). You will need a valid credit card or your direct deposit banking information i.e., transit number, institution number and account number.

When making payment, you will have option to pay in full or select our instalment plan option where you would pay 50% at the time of registration. Your second instalment will be processed on May 7th, 2025.

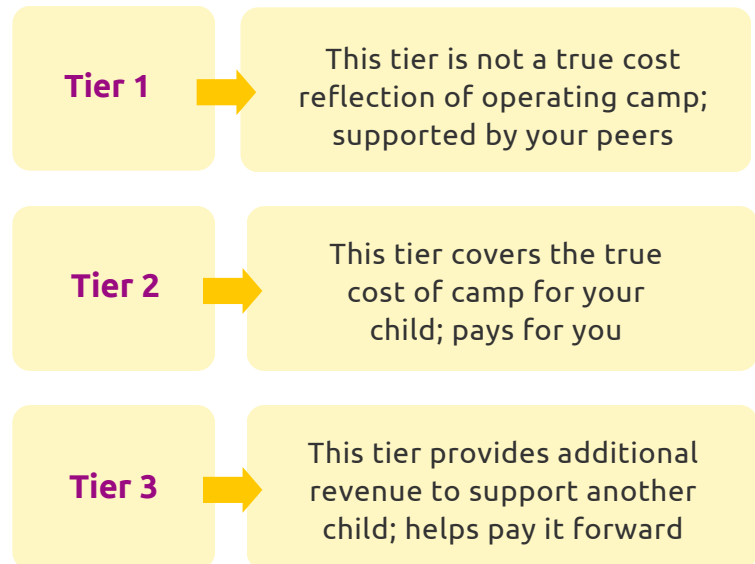
Paying through our direct deposit (eCheck) option will allow you to avoid the 3% credit card fee and help keep our processing costs low. If you require any help during registration or if you have any concerns, please write to us at [camp@evergreen.ca](mailto:camp@evergreen.ca).

Note that registrations are not accepted over the phone.

## Tiered Pricing

This means that you determine the rate that best suits your family.

This allows us to keep this camp as affordable and accessible to as many families as possible while presenting the opportunity for other families to support our community and help another child attend camp.



### What is your refund & cancellation policy?

No refunds will be issued if a reservation is cancelled within 21 days of the session start date. Otherwise, 75% of program fees are refundable (25% will be retained as an administration fee).

Registrations are non-transferable. Cancellation requests for major medical reasons must be received in writing and submitted to [camp@evergreen.ca](mailto:camp@evergreen.ca). Cancellation requests will be considered on a case-by-case basis by the Program Manager. Mild illnesses (i.e., common cold & flu) and changes in personal circumstances are not considered valid for refund.

Refunds will not be issued should Evergreen cancel programming days due to inclement weather (including flooding), changing public health regulations or COVID-19 related closures.

Evergreen retains the right to change our refund policy without notice to adapt to the evolving public health situation. Requests for refunds or cancellations must be made in writing and submitted to [camp@evergreen.ca](mailto:camp@evergreen.ca).

# How To Guide for Camp Registration

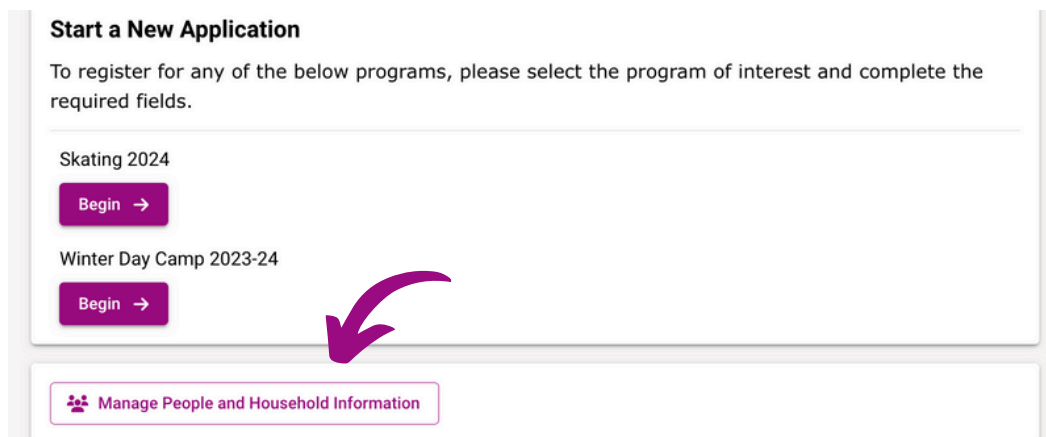
## Prior To Registration Day For Adventure & Bike Ventures Camp

### Create your Camp Brain household account ahead of time

- To create a new Camp Brain account, click [here](#).
- If you have registered for programs at Evergreen Brick Works in the past, we recommend testing your [Camp Brain](#) account password and updating your household information.

### Verify your household information ahead of time

- Once you are logged into your account, scroll to the bottom of the homepage and click “Manage People and Household Information”.
- Most importantly, please ensure your camper’s birth date(s) is/are correct. Birth dates are the only way Camp Brain will populate the sessions available to your camper on registration day.
- Please make sure your contact information and payment methods are updated.



**Start a New Application**

To register for any of the below programs, please select the program of interest and complete the required fields.

Skating 2024

[Begin →](#)

Winter Day Camp 2023-24

[Begin →](#)

[Manage People and Household Information](#)

A large purple arrow points from the 'Begin' button for 'Winter Day Camp 2023-24' down to the 'Manage People and Household Information' link at the bottom of the page.

### Practice makes perfect!

- Feel free to test our online registration system by going through the motions of registration with another program.
- Additionally, we highly recommend reading our Adventure Camp Handbook to help in your camp planning prior to registration day.



If you have any questions, please write to [camp@evergreen.ca](mailto:camp@evergreen.ca).



## On Registration Day For Adventure & Bike Ventures Camp

**IMPORTANT:** When our Camp Brain portal reaches the maximum number of users who are allowed to register simultaneously, the below message will appear on your screen:

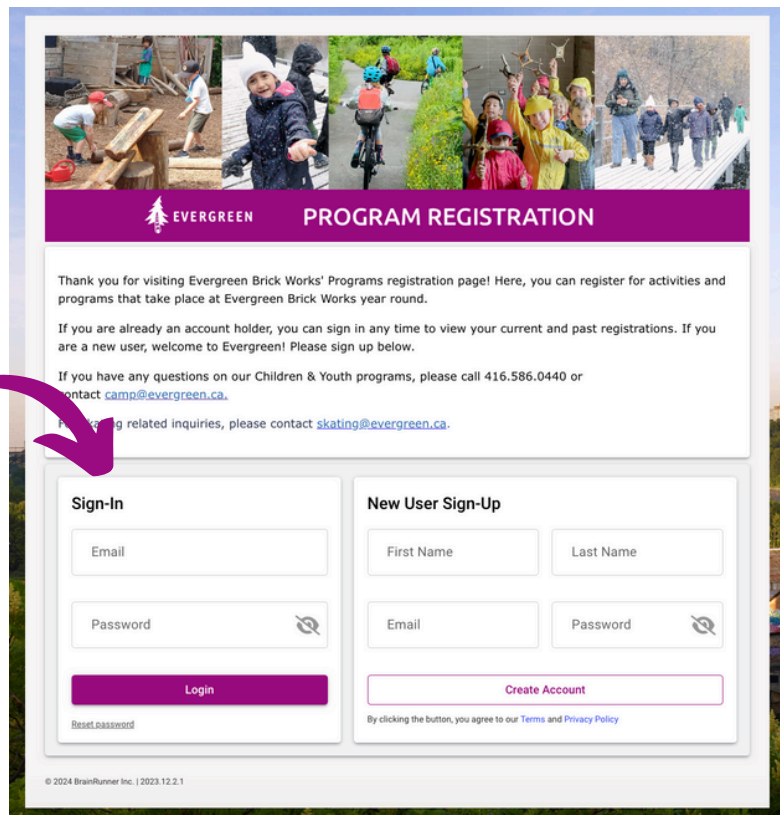
### Welcome!

A lot of people are registering at the moment. You will be able to proceed with your registration shortly.  
Please refresh your browser until this message disappears.

Thank you for your patience.

This throttle message from Camp Brain temporarily disables the ability for newly arrived users to log in. This ensures users who are logged in and already registering an error-free experience.

Once space becomes available on Camp Brain, the above message will disappear automatically and we request for you to refresh your browser page to continue.



The screenshot shows the Evergreen Program Registration page. At the top, there's a banner with photos of children and the text "EVERGREEN PROGRAM REGISTRATION". Below the banner, a message reads: "Thank you for visiting Evergreen Brick Works' Programs registration page! Here, you can register for activities and programs that take place at Evergreen Brick Works year round. If you are already an account holder, you can sign in any time to view your current and past registrations. If you are a new user, welcome to Evergreen! Please sign up below. If you have any questions on our Children & Youth programs, please call 416.586.0440 or contact [camp@evergreen.ca](mailto:camp@evergreen.ca). For skating related inquiries, please contact [skating@evergreen.ca](mailto:skating@evergreen.ca)." Below this message are two form sections: "Sign-In" and "New User Sign-Up". The "Sign-In" section has fields for "Email" and "Password" with a "Login" button and a "Reset password" link. The "New User Sign-Up" section has fields for "First Name", "Last Name", "Email", and "Password" with a "Create Account" button. At the bottom of the "New User Sign-Up" section, it says "By clicking the button, you agree to our [Terms](#) and [Privacy Policy](#)".

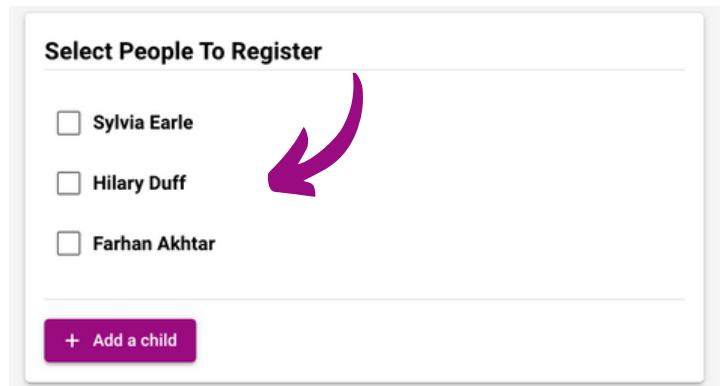
## Take a deep breath!

Please continue to refresh your browser page, clear cache cookies or try logging in incognito mode and wait patiently.

Before you know it, your camper will be playing, running, climbing, building, crafting and laughing with friends, old and new, at Evergreen Brick Works as they explore the endless trails and waterways of the Lower Don Valley on foot or bike.

## Select the names of who you would like to register.

Prior to registration day, you should have already created profiles for all the members of your household. If you are registering multiple children, ensure you check the names of all those you wish to register for camp.



Select People To Register

☐ Sylvia Earle

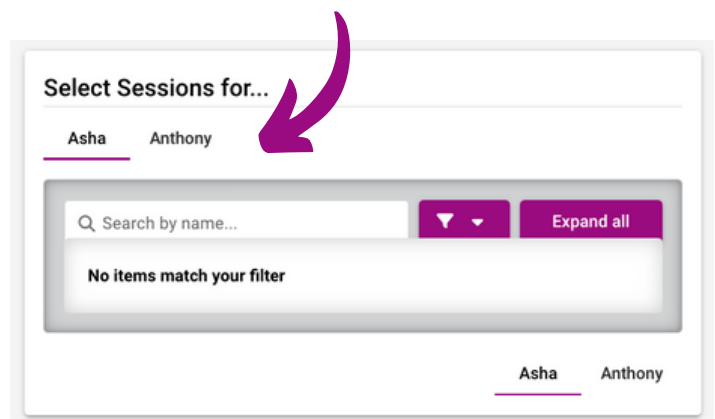
☐ Hilary Duff

☐ Farhan Akhtar

+ Add a child

## Choose your camp session(s) and add them to your cart.

Camp Brain will automatically filter sessions visible to you based on your child's age. If the sessions you are interested in are full, please sign up for the waitlist. You can switch between children by using the tab at the top or bottom of the page:



Select Sessions for...

Asha Anthony

Search by name...

Expand all

No items match your filter

Asha Anthony

**Click continue to complete all your forms for each camper.**

Your cart will hold the selected camp sessions and options for 30 minutes while you fill out the forms. The 30 minutes hold starts as you start step 1 of your registration.

Ensure all forms are completed before proceeding:

**Complete Required Forms**

Forms marked with an asterisk(\*) are mandatory.

**Household Form\***

[Open Form](#)

Asha ^

**Medical Form \***

[Open Form](#)

**Behavioural Expectations Contract (Camp) \***

[Open Form](#)

**Conditions of Enrollment (Camp) \***

[Open Form](#)

**Media Release Form (Camp) \***

[Open Form](#)

**IMPORTANT:** Before submitting, please review your application summary, complete your payment using a valid credit card or through direct deposit (eCheck) and submit your application!

If you try to immediately review your details after submitting your registration, you may encounter the processing message. Don't worry! This simply means that Camp Brain has received your registration, all is well, and their system is working on organizing your submission details on the back end.



If you have any questions and concerns, please contact our camp office [camp@evergreen.ca](mailto:camp@evergreen.ca)

# Our Contact Information

## Hours

Camp Hours: Monday to Friday, 8:45am - 3:30pm

After Care Hours: Monday to Friday, 3:30pm - 5:30pm

Office Hours: Monday to Friday, 8:45am - 5:30pm

Lost & Found Hours: Monday to Friday, 8:45pm - 5:30pm

## Holidays

Please note, camp does not run on statutory holidays such as Canada Day and the August Civic Holiday.

## Contact

Phone: 416.586.0440

Email: [camp@evergreen.ca](mailto:camp@evergreen.ca)

Children's Programming Office

Evergreen Brick Works

550 Bayview Avenue

Toronto, ON M4W 3X8

