

Welcome to Crossroads Summer Programs 2016!

Frequently Asked Questions

If you still have questions or need assistance, please contact:

Clare Smith, Summer Program Coordinator

617-688-3814

summer@crossroadsacademy.org

- **Where do I register?** You can register on the [registration webpage](#). You can also find summer program information and links to the registration webpage via the [Crossroads website](#) > Academics > Summer Programs 2016
- 8 **How do I register?** Once on the registration webpage, we recommend you:
 - “ Create an account (click on “Login” tab) and login
 - “ Enter student information (click on “Students” tab)
 - “ Browse programs and enroll (click on “Browse” tab, scroll to desire week, click on orange dates, scroll to program, click “Enroll”, scroll and click “Continue”)
 - “ Select student for whom you are registering, if you haven’t already
 - “ When you are ready to check out, click on “Cart” tab
 - “ Verify contents of cart and/or enter student information if you haven’t already (then click “Continue”)
 - “ Enter parent information (then click “Continue”)
 - “ Enter payment information (then click “Continue”)
 - “ You should see a confirmation window, and also receive confirmation and a receipt via e-mail.
 - “ **Having trouble? Take a look at our “Registration How-To Guide”**
- 8 **What if I prefer to mail in a hard copy of my registration?** You may contact Clare Smith for an e-mailed copy of the registration information, which you can print, fill out, and mail in with a check. We cannot accept credit cards with hard copy registrations.
- **Where can I view detailed information about each program?** Go to the [registration webpage](#), and make sure you are on the “Browse” tab. Scroll down, and you will see the programs listed by dates. Find the program you are interested in, and click on the corresponding dates, in orange. Scroll down to view a detailed description.
- 8 **What if we have to cancel after we have registered?** The deadline for parents to cancel is April 30 with a 100% refund, less a \$40 processing fee/student/session. There will be no refunds beyond April 30.
- **What if we change our mind and would like to switch the program?** Provided the new program has availability, we can assist you. Contact Clare Smith, Summer Program Coordinator at summer@crossroadsacademy.org or 617-688-3814.
- **What if I would like to pay by check?** If you would like to pay by check, please contact contact Clare Smith, Summer Program Coordinator at summer@crossroadsacademy.org or 617-688-3814, and she will register on your behalf. We will hold the spot for your son/daughter for three business days while we await delivery of the check. If we have not received the check within three business days, we will have to make the spot available for other registrations.
- **What if I am having trouble using the online registration system?** We apologize for any issues you’ve experienced. We would be happy to assist you. Please contact Clare Smith, Summer Program Coordinator at summer@crossroadsacademy.org or 617-688-3814.

- **What if my son or daughter has health considerations relevant to the program?** Please contact Kathy Barth, School Nurse, Emergency Planning Coordinator, at kathy.barth@crossroadsacademy.org or 603-795-3111.
- 8 **What forms/documents are required?** The Summer Program Health and Emergency Information Form, the Liability and Waiver Form, as well as a copy of Immunization Record, are required. These forms are due no later than June 1st. However, completion upon registration is preferred.
- 8 **What if my son or daughter needs to take medication during the day?** If a student needs a daily medication while at camp, the Medication Permission Form must be completed by the parent. If the medication is prescription, we need written permission by the physician as well. Medication can only be given with permission from a parent. If a student needs over-the-counter medication such as Tylenol or Ibuprofen/Advil, the summer program director will call the parent for permission, or the OTC Medication form can be completed ahead of time giving this permission.
- **What if my son or daughter has allergies or uses an inhaler?** If your son or daughter has a non-food allergy, please fill out the Non-Food Allergy Action Plan form. If your son or daughter has a food allergy, please fill out the Food Allergy Action Plan form. If your son or daughter has an inhaler, please fill out the Asthma Inhalers at Summer Program form. If you have any questions about whether the program can accommodate your child's needs, please contact Clare Smith, Summer Program Coordinator at summer@crossroadsacademy.org or 617-688-3814.
- 8 **When does registration close?** If the program has not already filled, registration will remain open until 3 weeks prior to the start date of the program. However, early registration is highly preferred.