

## ARPC Camp 2019 FAQ

### Registration

#### **When can I register for church camp?**

Registration is from 2 March 2019 to 31 March 2019. Your place will only be confirmed upon payment of the Camp Registration Fees.

#### How do I know if I am a confirmed camper?

Your place in the camp is only confirmed after you have completed the payment. Payment is by eNets online payment or through physical Nets Terminal at ARPC. You will receive an email indicating that you have completed your registration.

Please look for the confirmation of payment email in your inbox or spam box.

Note: As spaces are limited, the registration system will not accept registrations once all rooms have been filled.

#### Why won't the site allow me to register although it is between 2-31 March 2019?

It is likely that all rooms have been taken up.

#### I am not computer savvy. Where can I find help?

You can get a friend/DG mate/family member to help you to register.

We are also running a help desk and payment via NETS machine on 9, 10, 16 and 17 March 2019, after Saturday 5pm Adam services and between the 9 am and 1130 am services at both locations. You can approach us should you require any assistance.

#### Can I register for a friend? How to do that?

You can register for your friend in the same application that you are making for yourself by selecting "Single Applicant (Rooming with another single)". Alternatively, you can submit your friend's registration in a fresh application.

#### I don't have all the details yet, can I fill up the registration form partially and update it later?

There are a number of details that are required before you can complete registration. However, the form remains editable till 31 March 2019, after which further edits will be disabled to facilitate the camp committee to work on the data. Coaching preference and passport details will remain editable till 30 April 2019.

If there are changes that have to be made after the cut-off date, please email [arpccamp@gmail.com](mailto:arpccamp@gmail.com) and we will assist you as much as we can.

#### I am still waiting for my passport collection, can I still register for camp?

Yes, you can key in your current expiring passport details first. You can update your passport details in the registration portal before 30 April 2019 or by emailing [arpccamp@gmail.com](mailto:arpccamp@gmail.com) thereafter.

I am not in a DG, can I register for church camp?

Yes. However, we would strongly encourage you to join a DG!

I am unable to attend for the whole duration of the camp, is that ok? Is there a reduced registration fee?

Please register as per normal but indicate under the remarks column when you will be arriving / leaving so that we can inform the hotel.

The registration fees remains the same as it is highly subsidised and we are unable to “refund” any charges from the hotel that are unused as part of your stay.

I would like to go to the camp but cannot afford the charges. Is there some help I can get?

Please approach the pastors and/or your Discipleship Group leaders for information and help.

We would love for you to attend and will help as much as possible

## **Payment**

How much do I have to pay for the camp?

This amount that is paid for the camp is heavily subsidised by the church. Camp fees are \$350 for working adults, \$250 for non-working adults/students (Sec 1 and above)/domestic helpers/full-time NS men, \$150 for N2-P6 and free for N1 and below.

I would like to go to the camp but cannot afford the charges. Is there some help I can get?

Please approach the pastors and/or your Discipleship Group leaders for information and help.

We would love for you to attend and will help as much as possible

What payment options are there?

eNETS (Scan & Pay) via QR code payment:

- NETS Pay
- DBS PayLah
- OCBC Pay Anyone
- UOB Mighty

### **What if my camp registration fees exceeds S\$1,000?**

The transactional limit is **S\$1,000** per day for:

- NETS Pay;

- OCBC Pay Anyone; and
- UOB Mighty.

### ***NETS Pay, OCBC Pay Anyone OR UOB Mighty***

If you are using (**NETS Pay, OCBC Pay Anyone OR UOB Mighty**) use **TWO** different accounts to complete the transaction. (i.e. two different account holders would need to pay so that the total camp registration fee is paid. *For example: If the camp registration fee is S\$1,500. Person A would have to use their account to pay S\$1,000 and Person B would have to use their account to pay the remaining S\$500.*)

### ***DBS Pay Lah***

If you are using **DBS Pay Lah**, you have two options:

Option 1: **increase your daily limit** from S\$1,000 to S\$2,000. After your daily limit has been increased, then, you can complete the payment of up to S\$2,000.

Option 2: Follow the procedure set out for **NETS Pay, OCBC Pay Anyone OR UOB Mighty**, above.

We strongly advise you to use a tablet or computer to register so that you can use your phone to scan & pay. The advantage of this online payment method is that you will receive instant confirmation of your spot in the camp.

However, should you encounter difficulties or do not have the means for electronic payment, we will have NETs Terminal payments on 9, 10, 16 and 17 March 2019, after Saturday 5pm Adam services and between the 9am and 11.30am services at both locations.

I cannot seem to pay online! (eNets might be down)

Please try again on another day through the payment link in the “On-Hold” email or come to Adam or Bishan to make payment via the physical NETs Terminal. Helpdesk and payment sessions will be held on 9, 10, 16 and 17 March 2019, after Saturday 5pm Adam services and between the 9am and 11.30am services at both locations.

I am unable to attend for the whole duration of the camp, is that ok? Is there a reduced registration fee?

Please register as per normal but indicate under the remarks column when you will be arriving / leaving so that we can inform the hotel.

The registration fees remains the same as it is highly subsidised and we are unable to “refund” any charges from the hotel that are unused as part of your stay.

I have paid up for the camp but cannot go. Can I get someone to replace me who has not previously registered or is on the waitlist?

Unfortunately, we will not be able to accede to this. Available spaces will be given to the next person on the waiting list.

Please email us at [arpccamp@gmail.com](mailto:arpccamp@gmail.com) to withdraw and we will arrange the next person on the waitlist to go in your stead.

## **Editing my details**

How do I edit my registration information if I realise that I have made a mistake?

Please find the confirmation email that the system has sent to you (it might be in your spam folder) and click on the “Edit” button to go back to your registration.

When will I be able to edit my information until?

Registration form will be editable till 31 March 2019 except for coaching preference and passport details. Both fields will remain editable till 30 April 2019. If you have to change anything post cut-off date, please send an email to [arpccamp@gmail.com](mailto:arpccamp@gmail.com)

## **Accommodations**

I requested for connecting rooms, why did I not get it?

There are limited connecting rooms in the hotel. The accommodations team will determine who gets it based on needs.

I would like to request for specific room types, is that possible?

While we would like to accede to all requests, we do have limitations in the type of rooms and the quantities that are assigned to us. We also have a limited number of extra beds and cots that the hotel assigns to us. As such, the accommodations team will determine the room configuration and beddings assigned to you. Cots are meant for infants under 2 years old only.

It is not possible to “upgrade” and pay for the difference. We do allow members to book their own rooms privately, but the registration fees will remain the same.

I would like to stay in the same hotel before or after the camp. What do i do?

Please key in the dates that you like to stay in the camp hotel under the accommodations remarks in your registration form. We will liaise with the hotel regarding the costs of the rooms and inform you. The room charges will include breakfast charges.

Alternatively, you can book via the hotel website but the room that you book might be different from the one assigned to you during camp. You might then have to change rooms should that be the case.

The hotel prefers the former arrangement.

## **Transport and others**

### **Coaching**

If I am late on the day the coaches set off for camp, will the coach wait for me?

We encourage you to be punctual out of love for your fellow coaching campers. We will wait for a maximum of 15 mins. We will try to accommodate you on the next available coach where possible. In the worst case scenario, you will have to find alternative transport arrangements.

Can I ask for coaching at registration and then back out at the last moment?

We would like to ask for your understanding in this regard and not to sign up for coaching unless you are sure about it. The coaches are fully subsidised by the church and we urge everyone to be responsible in your decision on transport arrangements. The committee confirms the number of coaches by end April and pays a deposit for confirmed coaches.

Please log in to the registration site using the link provided in the confirmation email and change the coaching requirements should you not require it. The last date to make changes on the registration site is 30 April 2019. After this date, please email us at [arpccamp@gmail.com](mailto:arpccamp@gmail.com) for changes in your travel plan.

How do I get to camp? Is transport provided?

You can fly or drive there at your own cost or take the coaches provided. Coaching fees are fully subsidised by ARPC.

We would like to ask everyone to select coaching only if you are certain about it. Coaching fees are fully subsidised by ARPC. We urge everyone to be responsible in your decision on transport arrangements. Please log in to the registration site using the link provided in the confirmation email and change the coaching requirements should you not require it. The last date to make this change on the registration site is 30 April 2019. After this date, please email us at [arpccamp@gmail.com](mailto:arpccamp@gmail.com) for changes in your travel plans.

Does the hotel provide airport transfer?

No. Please consider using Grab or the airport transfer available at the airport.

Do I need to buy insurance for church camp?

Yes. We trust fully in our Lord but we need to exercise individual prudence as well.

I have special needs or am travelling with a person with special needs, how do I make my requirements know?

Please key in special requests in the registration form when you sign up. We will get in touch with you to see how and if we can accede to your request.

I will be staying with friends/relatives and would like to come in for the program, can we pay less?

The registration fee will remain the same as the camp is highly subsidized and the food and conference facilities charges are significant (even when compared to accomodations charges).

## **Withdrawal & Refund**

How do I withdraw from church camp? Can I get a refund?

Please send your withdrawal request to [arpccamp@gmail.com](mailto:arpccamp@gmail.com). Refunds will be made for withdrawals requested before 1st May 2019.

Beyond this date, we will consider refunds based on the validity of the reason for withdrawal. An alternative to a refund is to gift the amount to the church as an offering.

## **Privacy and Indemnity**

We provide a lot of sensitive personal information on the registration system. How secure is the system and my personal information?

There is a personal data and particulars checkbox that all campers have to agree to before being allowed to proceed to register for camp.

The registration system has been revamped for the 3rd time in 3 years to improve on the user experience as well as the security. There are 3 components to this: the registration system, the server that the your information sits on and how your information is used.

Registration system:

The code of the system has been rewritten so that we will own the code and so we will have more control over the security of the system. Appropriate security interfaces are applied regularly to ensure the security.

Server:

The information is hosted by a reputable cloud server which has been tested for vulnerabilities by professionals,. The server was chosen mainly for their strength in security and providing patches for newly discovered vulnerabilities.

Data management:

Your data security is important to us. We have a data manager in our committee who is the only one who has full oversight over the data. The data manager will clean up the data and send password-protected files containing only relevant fields to the various subcomm heads. The sub-committee heads will only share the files with the people who need them. There are limited

number of committee members who have access to the files and the data manager keeps track of this. After the camp is over, everyone is reminded to delete the files. The data on the main server is also expunged except for one copy. This copy is password protected and kept on the local ARPC physical server for record purposes. The only external parties that gets data from us are the external vendors who need to comply with regulatory requirements like the coaching companies and hotels.

Why do we have to indemnify ARPC from claims? Why is ARPC so legalistic?

ARPC works with external parties for accommodation and transport arrangements for church camp. While steps are taken to ensure that these are reliable external parties, we do not ultimately have control over the services provided.

## **Pre Camp Briefing**

When is the pre-camp briefing?

It will be held 2 weekends before the camp on 25 and 26 May 2019, after Saturday 5pm Adam service and between the 9am and 11.30am services at both locations.

I have been to camp so many times, why do I have to attend the briefing?

We need to run a final check on coaching and children's church duties. We also disseminate useful information and clarify questions at the session.

How do I register for the Church Camp?

Should I select Single or Family for Registration Type?

Why must I give my personal information to the Registration team?

I am in BASIC. Must I register with my parents?

I am in Children's Church. Must I register with my parents?

I am not in a Discipleship Group (DG). Can I register?

What is the age limit in the payment structure?

How should I register for my domestic helper?

What is the cost for non-working adults?

My parents are pre-believers. Can I bring them along?

Is transport provided? How do I sign up?

How do I pay for the registration?

Can I withdraw my registration if I cannot make it at the last minute?