



FAQs 2021 Summer Camp Cancellation

What happens to my deposit or full camp fees if I rolled them over in 2020?

You will receive a refund minus a \$20 administration fee. You can expect your refund confirmation by the end of June.

Can I use my deposit or full camp fees that I rolled over from 2020 to book a family vacation experience in 2021 this spring or summer?

At this time, we do not have the capacity to put your rolled over fees toward our Family Vacations. Camp Fircom will be refunding all rolled over deposits and fees from Summer 2020. You can expect your refund confirmation by the end of June.

How do I check if I rolled over my deposit or full camp fees, and confirm how much the total I rolled over is?

You can follow this link <https://fircom.campbrainregistration.com> and sign into your CampBrain account to check your Summer 2020 registration and the amount that was held. We cannot help you recover your password, please follow the "I forgot my password" prompts.

Can I roll over my registration to 2022?

Unfortunately, no. By 2022, we will need updated medical forms. As well, camper plans will have changed, and the dates of programs may have shifted. The fairest option is to have everyone complete an entirely new registration in January of 2022.

Is there a way to keep the accommodation selection I made for the 2020 season? For example, if I was booked in Cottage for the 2020 season can I also be in Cottage in 2022?

Everyone will need to start over and register for the 2022 season, just like any other summer.

I received a subsidy for the 2020 season. Can I use this subsidy amount to book a family vacation week or weekend?

As financial situations have changed over the past year, we ask that everyone submit a new application. For a Family Vacation subsidy application, please email info@fircom.ca.

I received a subsidy for the 2020 season. Will I have to reapply for a new subsidy for the 2022 season?

Yes. The subsidy you received for 2020 was based on 2019 income information, so everyone will have to submit a new application when registering for programs in 2022.



FAQs 2021 Summer Camp Cancellation

My child was excited for their last year in Intermediates. They want the “stay at camp” experience and don’t feel ready for the expedition canoe trip style of Polaris.

We have expanded our programs to include an age group for those who just graduated from Grade 7 and 8: Seniors! This Monday to Friday program is a perfect transition from the stay at camp style to expeditions in Polaris! Seniors will stay in Sibley tents, continue to enjoy all their favorite Fircom activities (archery, tie dye, campfire, etc.), and will also go on a one-night camping trip with their cabin. group! Cooking your own breakfast and learning to set up a tent are the perfect introduction to a 4-day canoe trip in Polaris for the following year.

I have read that wilderness trips for teens can still happen. Why is Polaris cancelled?

Polaris is an incredible program. However, often the campers stay for their first and sometimes last night at camp in shared accommodations and eat in the Dining Hall. Thus, we would need to change the program to make it a fully wilderness trip. We have decided to keep the Fircom staff team focused on providing excellent experiences to families on site this summer, in order to ensure Fircom is in the best position possible at the end of 2021 to plan, prepare, and deliver INCREDIBLE programs for Polaris youth and all other campers in 2022.