

Registration FAQ's

1. Does Cvent reserve my camp spot(s) while I am filling out the online registration form?

No. Unfortunately, Cvent is unable to reserve your spots until you complete the registration process. Even if a camp has spots available when you start registration, the system will put you on the waitlist once you finish registration if others have completed registration and taken the final camp spots before you. If this happens and you are put on the waitlist, we will contact you if a spot becomes available.

2. Will Cvent work in my computer browser?

The Cvent system is designed to work in any browser. However, prior to using Cvent, it is highly recommended **to make sure your browser is updated and cleared** of any “cookies” or previous searches. Having a cluttered or outdated browser may slow down or shut down your progress in Cvent. **Also, Cvent is now mobile-friendly!**

3. Can I do my registration over the phone?

Due to the high volume of Science-U applicants, we cannot take any registrations over the phone.

4. What information about my child(ren) will I need to enter?

This year we have further reduced the number of online registration questions. This FIRST STEP of registration will primarily place campers in available camp spots. Closer to the camp time, forms will be emailed to parents/guardians. These later forms will ask for information about health insurance and medical history and will include waivers to be signed. The following information will be required for the online registration:

- **Child's official first and last names.**
- **Parent/Guardian email address.**
- **Grade in Fall of 2022.**
- **Home address and phone number.**
- **Name your child prefers to be called.**
- **Labmate name.**
- **What is this child's gender?**
- **Child's Age.**
- **T-shirt Size**
- **Will your child need any physical, medical, or learning accommodations?**
- **Parent/Guardian Information:** full name, daytime phone number, and email address
- **Emergency Contact Information:** full name and phone number
- **Would you like to apply for Financial Aid?**

Once all questions about your child are answered, the registration system will provide you the camp options for your child's grade in Fall 2022.

5. I registered my child(ren) previously for Science-U, is my information still in the system?

No, Cvent does not save registration information from previous years. You will need to re-enter your contact information. However, on some computers with cluttered browsers, information may be automatically inserted. This should be avoided by updating and clearing your browser ahead of time.

6. If I start a registration and need to stop, can I save it and come back later?

No, there is no “Save” option with our Cvent registration. If you close out of Cvent before completing a registration, you will lose any information that was entered. Also, Cvent will time-out after 20 minutes of inactivity.

7. How do I register multiple children from the same residence?

To enter multiple children, begin by registering one child, and at the end of that page there is a button to add “Additional Participant”. Repeat as often as you need to. Please see the Registration Sneak Peek document for more details.

8. How do I apply for financial aid?

During registration, there is a question that asks if your family wishes to apply for financial aid. If you click “yes”, the Office of Science Outreach will email you an electronic Financial Aid application once registration is completed. Continue to the camp selection section and choose the camp for your child. Then, in the Payment section, select the “*No payment now – financial aid or scholarship*” choice. More details are provided on our website: <https://science.psu.edu/outreach/scienceu/scholarships>

9. How will the camp options appear in Cvent?

AFTER you enter all information for each child you are registering, Cvent proceeds to the camp selection portion. Available camps for a specific grade will be listed in chronological order. The dates, times, and prices of the different camps are also provided. If you are registering multiple children, the camp options specific for each child’s school grade will be made available and you will be able to select which camp each child wants. Please see the Registration Sneak Peek document for an example.

10. What if I make a mistake in my camp selection?

If you click again on the dark blue “Selected” button for a camp, your child’s name will appear with a blue checkmark next to it. Click on the blue checkmark to remove it and then click “Confirm”. This will remove your child from that camp.

The registration system also allows you to go backwards by clicking the “Previous” button at the bottom of each page. In addition, there are sections of the registration where you can review your information and edit or remove your answers.

11. How do I register my child(ren) for Extended Care?

Extended Care is available for children entering grades 2-8. For each camp week, all Extended Care options, AM only, PM only, and BOTH, are listed together in one section. These options are placed underneath the camps for that corresponding week. You will need to click on one of the options. If registering a child for multiple weeks of

camp, you will need to select the desired Extended Camp option for each of those weeks. See the Registration Sneak Peek document for an example.

12. What happens if a camp capacity is filled?

Each camp has a pre-determined capacity based upon our staff and space accommodations. If enough campers are registered to reach that camp's capacity, then the next option would be to register for the camp waitlist. The registration system will invite you to join a waitlist for a camp by adding your name and email. Campers will be moved from the waitlist to the camp as spaces become available due to camp cancellations. Campers on the waitlist are notified of opened spaces by email, in order of their registration time.

13. If my child is on a waitlist for a camp, do I have to pay for the camp or Extended Care?

No, you do not have to pay to be on a waitlist. If a spot opens in a camp, waitlisted campers will be notified by email and asked if they want the spot. Once campers are moved from a waitlist to a camp roster, parents have two weeks in which to make their payment. Waitlist movement typically occurs in May or June.

Likewise, you do not have to pay for Extended Care. If Cvent takes you to the Payment screen in the registration system, simply select the "No payment now option" option. This will allow your child to stay on the Extended Care roster in case they get into the camp. If your child gets off the camp waitlist, we will invoice you for both the camp and Extended Care at the same time. If you do pay for Extended Care by credit card, we will refund your payment if your child does not get off the waitlist for that week's camp.

14. How will I know my registration was successful?

Once registration is complete you will receive a detailed email from Cvent. Save that email because you will be able to use it to modify your registration. Please do not respond to that email because it does not connect with our office. The contact for our office is sciencecamps@science.psu.edu or (814)865-0083. More information will be sent to registered families closer to camp time.

16. What if I forget to add a child or a camp to a completed registration?

If you have completed a registration but need to make adjustments, please contact our office at sciencecamps@science.psu.edu or at (814)865-0083. We can help with that! Please note that Cvent will not accept new registrations for a previously used email address. If you want to make a second registration for additional children, you will need to use a different email address, or contact our office.

17. What are Science-U's payment and cancellation policies?

As in previous years, our payment policy is as follows:

Full payment is due within two weeks (14 days) of your registration date. Camp spots will not be held if the full payment or a completed financial aid application is not received within 14 days; camp spots will be released, and your camper will no longer be registered.

Our current cancellation policy is subject to change but is as follows:

Cancellations made two weeks (14 days) prior to the start of the camp are fully refundable (less a \$50 administrative fee). Cancellations made within two weeks (14 days) of the start of camp will not be refunded. If the Office of Science Outreach finds it necessary to cancel a camp, participants will be issued an appropriate refund.

18. What are Science-U's plans regarding COVID-19?

As part of Penn State University, Science-U will follow the [Penn State COVID guidelines](#) and will make sure all staff and participants adhere to the policies in effect at the time of camps. Parents will also be required to sign an acknowledgement of risk waiver prior to camp.