

Dear Sci-Tech Families,

We're here to update you on all things packing and luggage! We're happy to announce a new and improved shipping partner for Summer 2024! While the options from previous years remain the same, the premiere shipping partner we're using should make the shipping luggage process more efficient and easier to use.

## **Packing List**

The 2024 Packing List is available! You can access it in the "Forms and Documents" section of your <a href="CampInTouch account">CampInTouch account</a>.

## **Options For Getting Luggage to Camp**

There are three different options for getting your camper's luggage to and from camp:

- 1. Ship luggage ahead of time
- 2. Drop luggage off the night before Opening Day
- 3. Bring luggage on Opening Day (via car drop-off or plane)

For the best possible Opening Day experience, we recommend campers' bags arrive at camp before the campers do (options 1 or 2). We highly recommend that families ship their campers' luggage via our shipping partner, Ship Camps. This guarantees that your camper's luggage will be ready and waiting for them in their room when they arrive! However, families can also drop their camper's luggage at camp the evening prior to Opening Day or bring it with them on Opening Day if shipping luggage is not an option.

## Why We Recommend Luggage Being Shipped to Camp

Our Opening Day procedures in previous years were a huge hit with families, both in terms of comfort, efficiency, and health and safety. Like last year, families will not move their campers into the dorms. Because of that, we recommend families getting their luggage to us ahead of time. That way we can guarantee that your camper's luggage will be waiting for them in their dorm room.

We know that many families love the idea of not having to schlep luggage to camp in the heat of summer. Others though may feel hesitant about not being able to settle their camper and help them unpack. Making campers feel comfortable, happy, and right at home is very important to us. That's why our staff will be specially trained by our expert Camper Care and Inclusion staff on how to support our campers getting settled into camp.

On Opening Day, you will focus on the health and lice checks, and then hugging your camper tight before they go off on their summer adventure! Your camper will walk into their dorm and be greeted by the sight of their luggage already there for them. Their highly trained counselors will be there ready to greet them and assist them in unpacking and getting acclimated to their summer home at Sci-Tech!

## **How Luggage Shipping through Ship Camps Works**

We are so thrilled to be partnering with **Ship Camps** this summer. With premier customer service and complimentary insurance coverage, we are taking the experience of shipping luggage to/from camp to the next level.

With our Sci-Tech specific Ship Camps webpage, it's easy to get your camper's bags all set to ship for the summer.

You can access Ship Camps through the banner at the top of the CampInTouch site or visit <a href="https://www.shipcamps.com/urj-6-points-sci-tech">https://www.shipcamps.com/urj-6-points-sci-tech</a>.



At the top of the Ship Camps page, you will see a form with three fields to fill out: "Home/Business address", "Camp Name", and "Direction". You'll select either "To Camp" for shipping luggage to camp for opening day, or "From Camp" for return shipping. Further into the booking process, you'll have the option to choose ROUND TRIP allowing luggage to be shipped both to and from camp or stick with ONE-WAY.

Families selecting the ONE-WAY shipping "To Camp" option are responsible for collecting and taking home their camper's luggage on Closing Day. Those opting for ONE-WAY shipping "From Camp" shipping must either drop off their camper's luggage at camp the evening before Opening Day or bring it with them on Opening Day. Information about drop-off times and more can be found below.

Regardless of the shipping direction, campers flying alone will have their luggage accommodated on the shuttle to or from the airport, ensuring their belongings are transported accordingly.

Important notes about shipping though Ship Camps:

- Standard shipping typically takes 3-7 business days, which can be faster on the east coast and/or from major metropolitan areas, but plan on shipping your bags 2 weeks before opening day to avoid any rush delivery fees.
- It is essential to not only weigh the bag(s), but also measure all dimensions, to avoid unexpected overage charges. The <u>Ship Camps webpage</u> provides pricing estimates and measurement guidelines to help you choose the correct category between Standard and Oversize.

#### Is there more information on Luggage Shipping?

Yes! We have compiled a list of FAQs to help guide your luggage shipping process. You can locate these FAQs at the bottom of this letter.

## **How Day Before Opening Day Luggage Drop-Off Works**

If you are not using Ship Camps, you can drop off your camper's luggage at camp the night before opening day during our designated drop-off times:

- Session 1: Monday, June 24th at 6:30 8:00 PM ET for campers arriving for Session 1
- Session 2: Monday, July 8th from 6:30 8:00 PM ET for campers arriving for Session 2
- Session 3: Monday, July 22<sup>nd</sup> from 6:30 8:00 PM ET for campers arriving for Session 3
- Taste of Camp: Monday, July 22<sup>nd</sup> from 6:30 PM 8:00 PM ET for campers arriving for Taste of Camp.

\*\*There is no day before luggage drop off for Machonikim! Machon program participants should either ship their luggage or bring it with them on their arrival day.\*\*

Since we will be in the thick of pre-session preparation during these drop-off times, the camp directors will not be available to greet you or speak with you while you're dropping off your luggage. Our luggage and logistics staff will help you unload your child's belongings from your car and then deliver them to your child's dorm. Dropped off luggage must be packed as if it were being shipped with no loose items, and labels with your camper's name are helpful.

## **How Opening Day Luggage Drop-Off Works**

If you would prefer not to have your camper's luggage in their room before opening day, you can also bring it with you on Opening Day either by car or as checked luggage if your camper is flying by plane. If you bring luggage on Opening Day by car, you will give it to our luggage and logistics staff as part of your Opening Day procedure. If you send it with your camper as checked luggage, the staff will help them get it from baggage claim and bring it with them on the shuttle back to camp. However, please know that bringing luggage on opening day means that we cannot guarantee your camper's luggage will be waiting in their room when they arrive. There may be a delay between when you drop off the luggage with the logistics team and when it arrives in the room, but rest assured our camp counselors will be excited to spend time with your camper until it arrives!

#### What's Next?

Please complete the short online form "2024 Luggage" form in your CampInTouch account by 6/1/2024 to let us know how your camper's luggage will get to camp. Details on opening day, including instructions for how family arrival times will be staggered if you're arriving by car, will be available by late May. We appreciate your partnership and cooperation in creating another incredible opening day experience this summer. If you have any other questions in the meantime, just let us know. We're happy to help!

(Scroll down to see the Ship Camps FAQs)



## **FAQ**

#### What is Ship Camps?

Ship Camps is an easy way to ship luggage, trunks, and boxes. They specialize in shipping services for campers, and we're excited to partner with them this summer. Ship Camps works directly with logistic carriers to ensure your child's bags are shipped safely and on time. They provide real-time tracking for all items and send you updates and push notifications as the camp gear makes its way to the destination.

Their services help people cut down on interactions at check-in, avoid outdated airline processes, bypass crowded baggage claims in airports, and make Opening and Closing Days at camp as seamless and fast as possible!

## **General Shipping Process**

# Why don't the shipping dates match the dates of the session(s) my child is attending?

The shipping dates listed on the website are the dates that luggage needs to <u>arrive</u> at camp and <u>depart</u> from camp, which are a few days before and after the official session dates to ensure that all luggage makes it safely in and out of camp.

Our policy, in consultation with Ship Camps and our host site, is to have all luggage arrive a few days before your camper's session starts. This ensures that everyone's luggage will arrive on time, with a buffer for any shipping delays, and be ready for your camper on Opening Day.

\*\* **Important note:** Planning for luggage to arrive 5 days before your camper's session begins means that you need to set a date to have your luggage shipped/picked up ahead of time.

We cannot accept luggage more than two weeks ahead of opening day.

While standard shipping typically takes 3-7 business days, to allow enough time for shipping and early arrival, please plan to ship the bag(s) no later than 2 weeks before Opening Day. Otherwise, you'll likely be charged an overnight or rush fee and their luggage might not make it in time for Opening Day.

Additionally, it is essential to not only weigh the bag(s), but also measure all dimensions, to avoid unexpected overage charges. The <u>Ship Camps webpage</u> provides pricing and measurement guidelines to help you choose the correct category between Standard and Oversize. \*\*

All luggage will be shipped out of camp the day after their session closes as long as it doesn't fall on a federal holiday. Weekend service is not available in most postal codes, which makes shipping on Monday a more reliable system.

## What if my child is attending multiple sessions?

Under the "Select your camper's session" section on the Ship Camps website, you can choose from individual and multiple sessions in the dropdown menu.

#### Select your camper's session

Please select the session your camper is attending. If your camper is attending multiple sessions or your session is not listed here please contact us at (855) 540-2267.



#### Does Ship Camps do round-trip delivery?

Yes! Follow the steps below for a quick walkthrough or watch the video tutorial for a comprehensive guide.

- 1. To begin scheduling a round-trip delivery, visit the <a href="Ship Camps webpage">Ship Camps webpage</a> and complete the form with your details. Select "To Camp" from the drop down in the Direction field and click "Get Price."
- 2. Enter your child's luggage information and click "continue."
- 3. On the next page, fill out your child's name and grade level. Enter your email address and phone number for shipment updates.
- 4. Enter the details of your child's luggage including size and type. You can also add-on additional insurance. Complimentary insurance is included per bag for all domestic and international luggage shipments. You have the option to insure up to \$7,500 for a nominal cost.
- 5. Fill out your home address for luggage pickup. This address is also where your luggage will be returned post-camp. Enter your name for the "Sender Name" and your child's name as the "Recipient Name." Ensure "To Camp" is selected.
- 6. Select your child's camp session from the provided list. Upon selection, a new section will appear for you to fill in the pick-up specifics.
- 7. Once you select the appropriate session or sessions for your camper from the dropdown menu in the "Select your camper's session" section, the pickup date will automatically populate. After making your selection, the return pickup date will then appear. The system schedules the pickup for two weeks before the session's latest delivery date, with the return pickup scheduled for the day after Closing Day of your child's session (or final session in the case of multiple sessions). "Round-trip" is set as the default option; please verify this selection before proceeding. Confirm or adjust the pick-up date as needed. You may choose from various shipping methods to guarantee that your luggage arrives at least 5 days prior to the start of your camper's session.

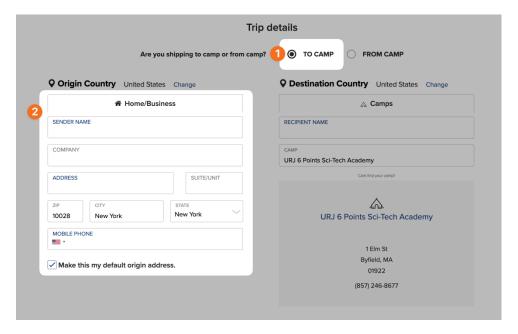
Video Tutorial: Scheduling a round-trip

https://vimeo.com/927964653/982084530a

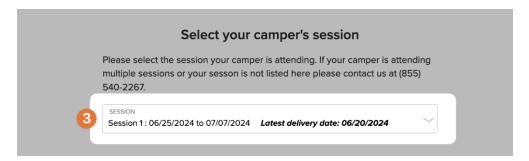
Can we just do one-way delivery for Opening Day and pick it up ourselves on Closing Day?

Closing Day is a lot easier to manage luggage pick-up than Opening Day drop-off, so we highly recommend prioritizing shipping luggage to camp for Opening Day!

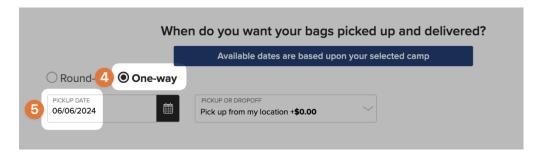
- 1. To begin scheduling a one-way delivery for Opening Day, visit the <a href="Ship Camps webpage">Ship Camps webpage</a> and complete the form with your details. Select "To Camp" from the drop down in the Direction field and click "Get Price."
- 2. Enter the required luggage information and click "continue."
- 3. On the following page, provide details about your camper, the items being shipped, and trip specifics in the required fields.
- For a visual walkthrough of steps 1-3, <u>watch this video</u> from the start up to the 1:25 minute mark. Then follow the set of instructions below.
  - 4. Ensure "To Camp" is selected.
  - 5. Fill out your home address for luggage pickup.



6. Select your child's camp session from the provided list. Upon selection, a new section will appear for you to fill in the pick-up specifics.



- 7. "Round-trip" may be auto populated; make sure you select "One-way" before proceeding.
- 8. The pickup date will automatically be set based on the chosen camp session, selecting a pickup date that is two weeks before the session's latest delivery date to provide a cushion for any shipping delays.



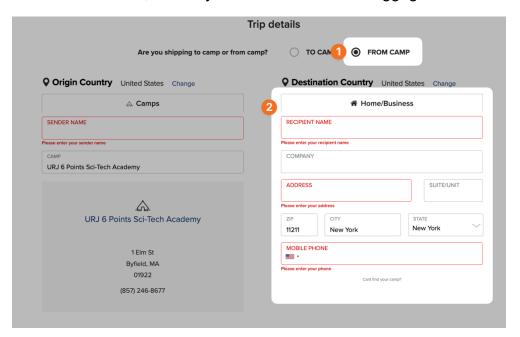
9. Confirm or adjust the pickup date if required. You may choose from various shipping methods to guarantee that your luggage arrives at least 5 days prior to the start of your camper's session. Please note we cannot accept luggage more than two weeks ahead of opening day.

## Can we arrange for One-Way delivery to send luggage back home from camp?

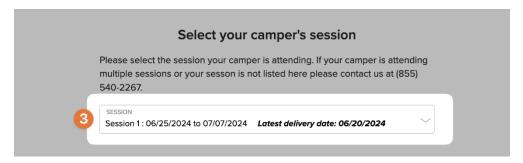
If you prefer to personally drop off luggage on Opening Day but wish to have it shipped back home at the end of camp, you can arrange for this on the Ship Camps website.

- To begin scheduling a one-way delivery at the conclusion of your camper's session, visit the <u>Ship Camps webpage</u> and complete the form with your details. Select "From Camp" from the drop down in the Direction field and click "Get Price."
- Enter the required luggage information and click "continue."
- 3. On the following page, provide details about your camper, the items being shipped, and trip specifics in the required fields

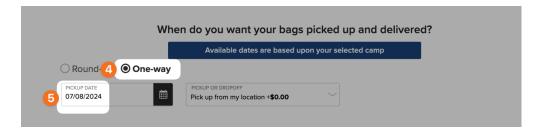
- For a visual walkthrough of steps 1-3, <u>watch this video</u> from the start up to the 1:25 minute mark. Then follow the set of instructions below.
  - 4. Ensure "From Camp" is selected.
  - 5. Under "Destination," fill out your home address for luggage return delivery.



6. Select your child's camp session from the provided list. Upon selection, a new section will appear for you to fill in the pickup specifics.



- 7. Make sure you "One-way" is selected before proceeding.
- 8. The pickup date will automatically populate based on the camp session you choose. The system schedules the pickup for the day after Closing Day. This date cannot be modified.

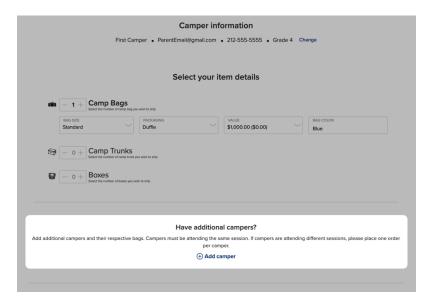


9. You will be provided with multiple delivery date options available through various shipping services; please select your preferred delivery date. This will be the date the luggage is returned to your home address.

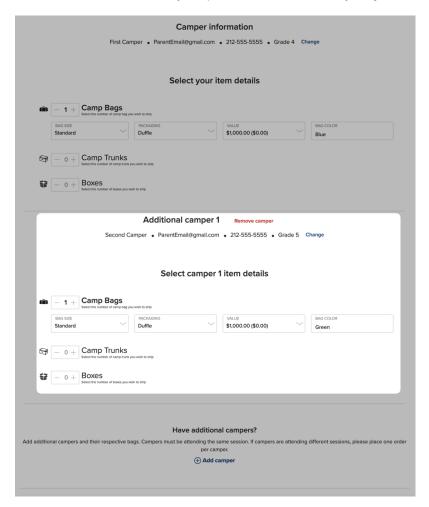
## Can you place one Ship Camps order for multiple children?

Yes, you can place a single Ship Camps order for multiple children if they are attending the same session.

- 1. Start by scheduling a shipment for the first camper through the <a href="Ship Camps">Ship Camps</a> webpage. You'll need to enter the details for the first child's luggage and trunks and then click "continue."
- For a visual walkthrough of step 1, <u>watch this video</u> from the beginning to the 1:22 minute mark.
  - 2. On the following page, there will be an option to add an additional camper and their respective bags.



3. Fill out the new form with the second camper's details. Note that the luggage details will automatically duplicate, so make any adjustments as needed.

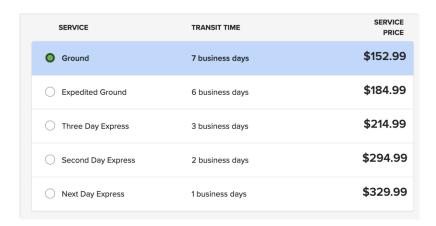


If the campers are attending different sessions, please place a separate order for each camper to ensure that their belongings are properly managed according to their specific camp schedules.

## What do different prices for shipping options mean?

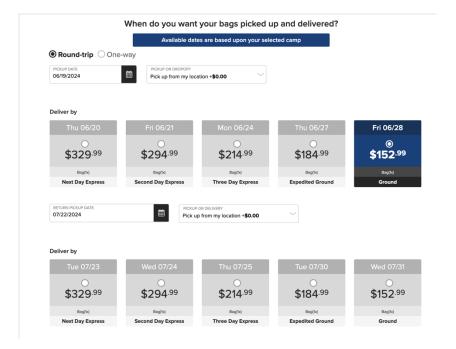
On the first page of scheduling your order, enter the number of luggage items to receive an estimated cost based on the standard Ground shipping. To view more shipping choices, click "Show More Transit Times." This will reveal a table with a range of options from the economical "Ground" to the most expensive "Next Day Express,"

with estimated transit times and costs. Select the shipping method that aligns with your family's timeline and budget.



On the next page, these shipping options will be presented again, now with additional details like the latest delivery date for each camp session. Here, you can adjust and finalize your choice as needed.

See this in action here.



## Is there a limit to the number of bags/weight of bags/shape of the bag?

There is no limit to how many bags or boxes you can ship, although we suggest no more than a large duffle/suitcase/trunk and a smaller carry-on size bag. Additionally, each bag or box has a set weight and dimensions depending on the bag category you've selected. Make sure to stay inside the category you selected to ship to avoid any overage fees.

Ship Camps offers shipping services for three types of luggage: trunks, bags, and boxes. For each of these categories, there are two weight options available. If the weight of your shipped item exceeds the specified maximum for its category, your bag may be delayed in transit, and you may be charged an overage fee. **Bags or trunks over 70 lbs. are NOT permitted**.

It is very important to accurately measure the weight and dimensions of the bag(s). Check out Ship Camp's "What Can I Ship?" page for more information and ensure you avoid any potential overage fees: <a href="https://6-points-sci-tech.shipcamps.com/what-can-i-ship">https://6-points-sci-tech.shipcamps.com/what-can-i-ship</a>

## **Packing Guidelines and Help**

#### Can I pack musical instruments?

We do NOT recommend shipping musical instruments unless they are professionally packed for shipping. Whether your camper is bringing anything from a guitar to a violin to a keyboard, all instruments are fragile, precision equipment that is easily damaged during shipping. We recommend that you include your instrument in the car, or as a carry-on item if you're flying, as part of your Opening Day travel plans.

# What recommendations are there for how to pack (I.e. soft duffel vs hard suitcase)?

Whether you're shipping a camp duffel bag, trunk, or roller bag, make sure the item is completely sealed and all zippers, buckles, and latches are tight and secure. Ship Camps recommends securing any fragile or loose items with bubble wrap. Check out Ship Camp's packing guides for more information:

How to pack a trunk: <a href="https://6-points-sci-tech.shipcamps.com/how-to-pack-">https://6-points-sci-tech.shipcamps.com/how-to-pack-</a>

#### trunks

- How to pack luggage: <a href="https://6-points-sci-tech.shipcamps.com/how-to-pack-luggage">https://6-points-sci-tech.shipcamps.com/how-to-pack-luggage</a>
- How to pack a box: <a href="https://6-points-sci-tech.shipcamps.com/how-to-pack-box">https://6-points-sci-tech.shipcamps.com/how-to-pack-box</a>

## Do bags need to be labeled in a certain way?

After you have placed your order, shipping labels and instructions can be printed from your confirmation email or account page.

## **Duffle/Canvas Bags and Roller Bags**





- 1. Attach the barcoded label to the shipping luggage tag.
- 2. When attaching the label to a duffel bag, never tape the shipping label to the canvas area.
- 3. For roller bags, labels can also be taped to the upper area of the hard case, and Ship Camps recommends double-checking the tape once applied.
- 4. Run a zip-tie through the shipping luggage tag at the top handle of the case.
- 5. Close the zip-tie and double check the connection.

#### Trunks



- 1. Place the shipping label on the upper side of the trunk.
- 2. Affix your shipping label by taping all four corners of the label to the trunk.
- 3. Double check the label by sliding hands over the tape to secure it.

#### How do medications arrive at camp?

All medications should go through our partnered camp pharmacy, Lenox Village Integrative Pharmacy (AKA Village Pharmacy). More information about our pharmacy will be released in late April/May and will then be available in your CampInTouch account.

## What happens if a bag is lost or misplaced by the mail carriers?

Every shipment with Ship Camps is backed by the most reliable on-time delivery guarantee in the industry.

In the rare event that a bag is lost, misplaced, or damaged, Ship Camps offer **complimentary protection on every shipment!** Every shipment comes with \$500 of complimentary insurance. Ship Camps also offers additional protection up to \$7,500 for a nominal cost. Shipment insurance protects against complete loss of your shipping item or against any physical damage that occurs to the shipment while in transit. For items not shipped in a box, the outside casing is considered the shipping container and will not be insured.

- Here is how to file a claim: https://6-points-sci-tech.shipcamps.com/claims
- Here is Ship Camps Claims form: <a href="https://6-points-sci-tech.shipcamps.com/form/damaged">https://6-points-sci-tech.shipcamps.com/form/damaged</a> missing items form

# I have questions or concerns about the luggage shipping process. Who can I speak to about this?

Please contact us directly with any questions at <a href="mailto:scitechtravel@urj.org">scitechtravel@urj.org</a>. We can either help provide assistance or connect you with a member of the Ship Camps team.