



Reserving and enrolling in a program

Reserving and enrolling in a program with Ertheo is easy, especially since our camp specialists and customer service team are dedicated to guiding you every step of the way. Nevertheless, it's important to get to know our reservation and enrollment process to make sure you don't skip any crucial steps. **Check out our reservation and enrollment process in 8 easy steps:**

1. Contact one of our camp specialists

Visit [Ertheo.com](https://ertheo.com) to check out a complete list of the programs available to you. After you browse some of our programs, contact one of our camp specialists for some personalized advice about the best program for your child. You can do this by:

- Asking for a quote
- Sending an email to info@ertheo.com
- Calling one of the many numbers listed on our website at the bottom of each page
- Clicking one of the many "CONTACT US" buttons you'll find on our website

2. Discuss all your options

Your camp specialist might ask you about your specific objective for your child, their age, their level of play, and whether or not you have any serious concerns about enrolling your child in one of our programs. They know all the facts and details about each camp and will do their best to find the best match for your child.

3. Read about the additional services available to you

One of the many benefits of reserving and enrolling in a program with Ertheo is that we offer additional services not offered by other program providers. These services include [Cancellation and Travel Insurance](#) as well as a [Transfer Service](#). We also provide you with complete [Flight Information for Children](#) to help guide you through the process of finding transportation for your child.

4. Make your first payment

When you receive your quote from a camp specialist, you can make your first payment which will be **half the cost of the program**.

This payment is the first step to securing your reservation and your place in the program. You won't receive official confirmation of your reservation, however, until you complete the rest of the enrollment information as indicated in the following steps below.

You must pay for the rest of the program before May 31, 2019 to be able to attend. If you reserve a program after May 31, 2019, you'll need to pay the full amount as soon as you make your reservation.

5. Fill out a series of documents to complete the enrollment process

After we receive your first payment, we'll send you confirmation of your payment along with a series of enrollment documents that you'll have to fill out for the camp or academy your child will be attending. In most cases, you'll have to print out the documents, fill them out in pen, scan them, and send them back to us via email.

These documents have been carefully designed for your child's safety. Please, take your time filling them out. Neat handwriting will help us keep your child safe.

6. Receive official confirmation of your reservation and enrollment in the program

Once we have all the documents for enrollment, we will need a couple days to process them. Please, **wait until we confirm your reservation** and enrollment in the program before booking any flights or making any kind of travel arrangements.

7. Reread the [Flight Information for Children 7](#) and make travel arrangements

Before you purchase any flights or make any kind of travel arrangements, please, be sure to reread the [Flight Information for Children 7](#). This document contains the information you'll need to organize your child's transportation to and from the camp or academy. Once you reread the document, you can purchase your flights and set up your child's transportation to and from the camp or academy.

8. Prepare for the camp!

As the camp start date approaches, you should begin to prepare your child for their experience. We'll send you all kinds of useful guides to help you prepare. These guides might include instructions specific to the camp and camp procedures, advice to [Prepare your child to spend time away from home7](#), or more general helpful information like how to pack for camp.