



Family Zone – Frequently Asked Questions

This is my first time at Family Zone. What is my username and password?

You need to create an account. Please click on “First time visiting Family Zone? Create your account NOW by clicking here.”

Family Zone does not recognize my postal code.

For Canadian residents: ensure you **include a space** in the postal code i.e. T1T 1T1

For US residents: enter your 5-digit zip code

For International residents: Try XXXXXX (that’s 6 X’s) for the postal code.

Call the registration office at 403-269-6156 or 1-866-430-9622 for assistance if you are still having trouble.

Family Zone does not recognize my camper’s birth date.

We may have an incorrect birth date in our registration system. Please call the registration office at 403-269-6156 or 1-866-430-9622 for assistance.

Family Zone will not accept the password I am creating.

Your password must be a minimum of 6 characters

It must include:

- at least one Uppercase letter
- at least one number i.e. 1, 4, 9
- at least one special character i.e. \$, #, !

Examples of acceptable passwords are: Sh@d0w, Mount@in5, Bunkb3ds!

I have created my account, username and password at Family Zone but cannot seem to log in.

It is possible that you made a spelling error in your email address. Please call the registration office at 403-269-6156 or 1-866-430-9622 for assistance.

I have entered the information for my camper but cannot proceed to the next step.

You must save the information for each camper individually. Then click

"Annual Verification" of the above information is required.

Proceed to NEXT STEP

I have entered the information for my camper but when I hit "save" my info is erased.

All fields are mandatory.

Provincial Health Care #:

Health Care # Province:

Other Medical Insurance (if applicable):

How does your daughter/son feel about coming to camp this summer?:

If you indicated yes to one of the no/yes questions you must add details in the box provided.

Will you be sending any medications to camp? (Note: Please send medications in original containers): Yes No

Please elaborate:

Save each camper's information - click

and then click

"Annual Verification" of the above information is required.

I have entered the parent(s)' information at the contacts screen but cannot proceed to the next step.

You must provide at least one contact other than the parent(s). Click ADD CONTACT to enter the information.

When you are done, save the contact's info and then click

"Annual Verification" of the above information is required.