

For the purpose of determining the hours of operation for consultation and support, CampMinder divides the year into two periods: Summer and Non-Summer. Each period is defined as follows:

**Summer Hours** - Summer Hours take effect beginning on the Tuesday after Memorial Day and are offered through the second weekend in August. During that period, we offer phone and ticket support:

- Monday through Friday - 7:00 am - 6:00 pm
- Saturday and Sunday - 7:00 am - 5:00 pm
- July 4th - 7:00 am - 5:00 pm

*All times are expressed in Mountain Time*

**Non-Summer Hours** - Non-Summer Hours take effect beginning on the first Monday after the end of Summer Hours and extend through Memorial Day. During this time, we offer phone and ticket support:

- Monday through Friday - 7:00 am - 5:00 pm
- Memorial Day - 7:00 am - 5:00 pm

*All times are expressed in Mountain Time*

**Emergency Phone Support** - In addition to CampMinder's support hours, CampMinder will use commercially reasonable efforts to provide Emergency Phone Support ("EPS") to Camp Administrators 24 hours per day. EPS is available in a critical business emergency by calling the CampMinder office after office phone support hours and following the system prompts. The Client may expect a timely return call from CampMinder's on-call support member. CampMinder requests that EPS should be used with reasonable discretion. CampMinder reserves the right to discontinue the service at any time.

**National Holidays** – CampMinder's support office is closed on national holidays, with the exception of Memorial Day and Independence Day. CampMinder provides limited Electronic Ticketing System support between Christmas Eve and January 2. The CampMinder office is closed for holidays on Labor Day, Thanksgiving Day and the Friday after Thanksgiving, Christmas Eve, Christmas Day and on the holiday honoring Dr. Martin Luther King, Jr.

**Other events affecting CampMinder's hours of Consultation and Support** - CampMinder will occasionally have periods of time during which client support availability will be delayed. The reasons for such delays shall be determined by CampMinder and include, among other things, scheduled maintenance, internet or phone service outages, emergency maintenance, and all-team meetings or retreats requiring attendance of all CampMinder employees. In those instances, CampMinder will make every reasonable effort to provide Clients with advance notice via a bulletin in the CampMinder system.