



## Frequently Asked Questions

### **Once I register, can I make changes?**

Yes! As long as the new week requested is not full. Just send an email request to [dmccamon@gmail.com](mailto:dmccamon@gmail.com) with at least a full 7 day notice with your child's name, currently enrolled week and new requested week. You will receive a confirmation back within 48 business hours as long as there is room available in the week requested.

### **Can I get a refund if I change my mind?**

All camp fees are **NON-REFUNDABLE** (SORRY, NO exception). We will transfer your camp fee to a different date (based on availability) 3 days prior to camp session.

### **What if my child is sick or can not attend one or more days of camp-can I reschedule?**

Sorry, no. There are no make up days allowed as supplies, snacks and staffing has already been purchased and scheduled in advance based on registrations.

### **Can I pro-rate and only go one or two days?**

Usually no, but this does depend on availability. We can not take partial registrations ahead of time; however, you can contact us the Monday prior to camp starting to see if we have extra spots to pro-rate. If we do, it is \$50 per day, plus any applicable registration fees. **We do not pro-rate the registration fee.**

### **When do I have to register by?**

Monday of the current camp week by 12pm noon. All registrations received after 12pm may not be processed in time.

### **Can I walk in and register on the first day of camp?**

Sure, as long as we have availability. Walk in rates have a \$5 late processing fee.

### **When do I need to arrive each day for camp? What is the pickup time? What if I am late?**

Please have your child arrive 5 minutes before the start of camp each day. Pickup time is 2:30 sharp. If you know you will be late for pickup please call us at the contact number provided so we can reassure your child. Since our staff cannot leave until all children are picked up there will be a late fee of \$5 assessed for every 10 minutes you are late.

### **Is there childcare available before or after camp?**

Unfortunately, no.

### **What will be served for lunch and snack? What if my child has food allergies or a special diet?**

We will server either cheese pizza or sandwiches (turkey or ham) with lemonade, punch and water. Snacks are goldfish and pretzels. You are welcome to bring your own, including for allergy purposes, but there will be no discounts for doing so.

### **Can my child bring their own lunch?**

Absolutely! If you do bring your own lunch we would be more than happy to provide drinks.

### **What should my child wear to camp?**

Although all of our items are water based, we do not promise that staining will not occur, so be sure to **send them in old clothes!** A change of clothes for younger children is recommended, but not required. Any clothes, lunches or other items left at the facility must be clearly marked with the child's name and placed in a bag or other container.



**How are children of different ages handled for art projects and jumping?**

We place children into two groups both art projects and jumping: younger (usually 5-7 years) and older (usually 8-10 years) with class sizes approximately 20. Our camp counselor ratio is 2.5 per 20 campers. If you have two kids that fall into two different age categories they will most likely not be put in the same group for safety reasons - it will all depend on the age differences as we cannot put yours or anyone else's child's safety at risk in order to accommodate specific requests.

**What kind of art materials do you use?**

We use a mixture of materials such as: canvas, tempura paint, air dry clay, glitter, glue, wood work, window paint, foam pieces, fabric, paper mache, mosaics, accessories and more. All items are non-toxic and child safe (scissors, etc.). Although all of our items are water based, we do not promise no stains, **so be sure to send them in old clothes!**

**If I request my kids to be partnered with someone will you ensure that happens?**

We do everything possible to make sure that children are grouped by request. However there may be times that it is not possible due to group capacity limits or because of age differences and so are not ever guaranteed. Our first priority is the safety of the children.

**If the special visitor does not show up do I get some money back?**

Although our goal is for this to never happen, we cannot guarantee that our special visitors will not show up or be changed due to a last minute change or issue on their part. If this does occur, we do fill the time with other projects and activities and there will be no refunds due.

**Why do you charge a registration fee during the summer?**

Our summer registration fee covers the cost of creating a file (or updating a file) for your child; administration costs for phone/online processing, any applicable credit card fees, etc.