



## 2019 Summer Camps - Frequently Asked Questions

### **Is the price listed for each day or the whole camp?**

The price listed for the camp is for the whole week; some camps may be more than a week long. Be sure to read the camp description carefully.

### **Can I pay for extended care?**

Look for Camp Connector options listed in Summer Camp Guide for each week for specific locations. Noon Camp Connector is included in the Camp Emerald Glen and East Bay Explorers Day Camp.

### **Do you make any age exceptions?**

Sometimes age exceptions are made; please check with our office for a specific camp. If an age exception is approved, in-person registration is required in order to override the registration requirements.

### **What do they do each day at camp?**

Please visit “Camp Schedules” under Summer Camp Resources on our City website for an overview of what a camp day is like.

### **Will I get a refund for missing any days (if a kid is sick or vacation)?**

A refund may be given in the event that your child is sick or is unable to participate in the camp. This is reviewed by the supervisor of the camp on an individual basis. A refund can only be given if you withdraw your child four business days prior to the camp starting. Please note that with a refund, there is a \$5 processing fee.

### **When is the last day I can register?**

For most camps you can register until the start of the camp.

### **Can I register after the camp has started? Will the registration be prorated?**

Some camps may allow registration after the first day but the registration fee will not be prorated.

### **What does my child need to bring to camp (any other supplies other than snack and water)?**

Each camp has different requirements, check your receipt for information on what to bring. You can also look at “What to Bring to Camp Each Day” under Summer Camp Resources on our City website.

### **What number do I call if I need to pick up early, an alternate person is picking up my child, I need to talk to my child, etc.**

You can call the Shannon Community Center at 556-4500 and your call will be directed to your child’s camp.



## 2019 Summer Camps - Frequently Asked Questions

### **How can I provide a list of who is allowed to pick up my child?**

The emergency form, under “Summer Camp Resources” on our City website, has a space for you to list names and phone numbers.

### **My child is allergic to \_\_\_\_\_ and needs \_\_\_\_\_ ( Medication), where do I bring it or can my child carry it?**

On your child’s emergency form, please indicate your child’s allergies. Unfortunately our staff is unable to administer or hold any medications. Your child can administer medication to themselves.

### **I added my child to the waitlist now what?**

You will be contacted only if a spot becomes available in the camp. If you do not receive a call from our office, please do not send your child to camp.

### **Will there be a shaded area or will they go inside at any point?**

Camps that are held outside will have access to shade, (trees, shade structure or pop up tent) and for the most part will not go inside.

### **Will they be able to go in the water play area?**

Certain camps will have designated water play days. Be sure to look at your weekly camp agenda.

### **What happens if I am going to be late to pick up my child?**

If you are late picking up your child, a late fee of \$1.00 per minute will be charged and must be paid before your child can return to camp. Calling ahead does not excuse you from this fee.

### **Camp Withdrawals**

If a parent withdraws their child from Camp because of a medical reason, they must provide a Dr.’s note.

If a parent wants to withdraw their child from camp for a non-medical reason, the cancelation needs to be at least two weeks before the camp starts, and their spots needs to be filled from the waitlist.

If a parent wants to withdraw their child from a camp at least two weeks before the camp starts and there is no waitlist, then we are able to refund the parent. If the withdraw is less than two weeks, then contact the Recreation Coordinator or Supervisor of that camp to have them speak to the instructor.

If a parent calls about their child not liking the camp and wants to withdraw, then contact the Recreation Coordinator or Supervisor of that camp to have them speak to the instructor.