

Summer Camp 2009 - Frequently Asked Questions

Q.) What time does camp begin/end?

- Camp will begin daily at 9:30am and end at 4:30pm.
- Morning check-in will occur between 9:15-9:30am.
- Afternoon pick-up will occur between 4:30-4:45pm.
- Extended Care will be available to those families who need to drop off their students early or pick them up late. (Please see the enclosed extended care registration form for more information.)

Q.) Do I need to plan on arriving early the first day of camp?

Yes, additional registration time is necessary on Monday mornings. Parents and guardians can assist us by making certain to fill out and return all required forms before the first day of camp.

Q.) What forms should I return before the start of camp?

- Emergency Form
- Code of Conduct
- Extended Care Registration (if applicable)
- Medication Consent (if applicable)

Q.) What if my child needs to take medication during the camp day?

If your child requires medication of any kind, a medication consent form must be completely filled out and either mailed in prior to the camp or turned in upon check in. Medication should be given directly to the camp coordinator/s and should be clearly labeled with the child's name and medication type on the outside of the container. Individual campers will not be permitted to carry and or dispense of their own medication except for immediate use inhalers and Epi-pens.

Q.) Do I need to escort my child into/out of Discovery World each day?

On Mondays parents/guardians must escort their child to and from the camp registration area. This allows our staff to meet each family and ensures that we have all the required information to keep your child safe. Tuesday-Friday curbside drop-off and pick up will be available in the Discovery World circle drive at the west-main entrance between 9:15-9:30am

and 4:30-4:45pm. **If using the Extended Care program parents/ guardians will be required to escort their students to and from the Extended Care site throughout the week.**

Q.) Where can I park to drop-off and pick-up my student?

Fifteen minute parking is available outside the west-main entrance.

Q.) What should my child wear to camp?

All children should wear comfortable clothes and shoes that can get messy.

Q.) Does Discovery World provide lunches?

No, all students will need to bring their own bag lunches. No refrigeration is available. Please **do not** send money with your student to purchase a lunch.

Q.) Will my student venture off the Discovery World grounds during the camp program?

Some camps will take group fieldtrips, some will not depending upon the nature of the camp topic. If your child's camp is planning for a field trip, a permission form will be sent home during the camp week. No student will be permitted to attend an offsite field trip without signed parental consent. Discovery World requires a 10:1 student/chaperone ratio during field trips.

Q.) Will there be adequate supervision throughout the camp day?

Yes, Discovery World requires that program educators and camp volunteers directly supervise their groups throughout the duration of the day.

Q.) Will there be a program to showcase student work at the end of the camp week?

Yes, each camp week will conclude with a Friday afternoon gallery event beginning at 3:30pm and concluding at 4:30pm. Gallery events are open to any friend of family member who would like to attend. To accommodate attendees who have campers spanning multiple age groups gallery events will encompass work from all camps occurring during the week.

Q.) What if my student will be absent?

Please inform the camp staff of an absence by calling

(414) 765-8765. Parents can also report an expected absence at camp registration.

Q.) What should I do if I need to pick my child up early or drop my child off late?

Please inform the camp staff by calling (414) 765-8765. Parents can also inform the camp staff at registration. The camps staff will bring your student to the registration area for your convenience if you are picking up early. When checking in late please go directly to the membership desk to pick up your students nametag, then escort your child to his or her classroom. Our guest services team will gladly point you in the right direction.

Q.) In case of an emergency, how can I get in contact with the camp coordinator and/or my child?

The camp coordinators can be called directly at (414) 765-8765. If you cannot reach the camp staff, please call our general line at (414) 765-9966 where the receptionist will be able to locate whomever you need.

Q.) Will pictures/video of my child be taken during the program?

That is entirely up to the parent or guardian. On your camp emergency form there is a place for you to consent to or deny a publicity release.

Q.) Is there a lost and found for items left at camp?

Yes, items left at camp will be held until two weeks after the close of the summer camp season, after which the items will be donated to charity.

Q.) What is the cancellation/refund policy?

Cancellation

A class can be cancelled if it does not meet the minimum attendance threshold. In the event that fewer students register than is required for a class to take place, Discovery World will notify parents of this situation before the class start date and offer alternative classes or refunds. All final registration decisions will be made no later than one week before the class start date.

Refund

In order to receive a full refund for any registration YOU cancel, the cancellation must be received at least four

weeks before the start date of the class. Cancellations received less than four weeks before the class start date, but at least two weeks before the class start date, will receive a refund equivalent to 75% of tuition, not including any materials fees. Cancellations received less than two weeks before the class start date, but before the classes start date will be granted Discovery World Education Department programming credit equivalent to 75% of tuition, not including any materials fees. Cancellations received on or after the classes start date will receive no refund or credit. All Discovery World day camp dates, titles, and content are subject to change. Changes will be made known to registered participants.

Q.) Who can I contact if I have additional questions/concerns?

Please call our summer camp coordinator Meghan Mahoney (414) 765-8763.