2020 DW @ HOME SUMMER CAMP FAQs

- **What if I already registered for a Discovery World Summer Camp that takes place between June 15th and July 3rd?**
  
  All families who have a camp registration between June 15th and July 3rd will receive a full refund.

- **What if I already registered for a Discovery World Summer Camp that takes place after July 3rd?**
  
  At this time, we hope camps in July and August will run as scheduled. The situation is constantly being assessed based on recommendations from health officials.

- **How will I receive my supplies for DW @ Home Summer Camp?**
  
  Curbside pickup for supplies will be available at Discovery World on the Thursday and Friday prior to the camp's start date.

- **What do we need at home to participate in DW @ Home Summer Camp?**
  
  Campers will need access to an internet-connected device, such as a computer or tablet, in order to participate in camps. In addition, we ask that campers have pens, pencils, scratch paper, and scissors available. All other supplies will be provided by Discovery World. Please note that some camps may have specific technology requirements, such as a specific app. In these cases, instructions for installation will be made available after registration.

- **What if my camper misses a session of DW @ Home Summer Camp?**
  
  Registrants will receive a kit that contains all necessary supplies, and links to all necessary content. If a camper misses a session, live sessions will be made available for limited later viewing.

- **Who will be in the live video calls with my child?**
  
  During the live videos, Discovery World Educators and the camp participants will be in the same virtual space. Each live video session will be recorded. Each live video session will have at least two Discovery World staff members. All chat functions will be disabled between participating campers. Campers will be able to talk to Discovery World staff, but not with each other.

- **What is the cancellation policy for DW @ Home Summer Camps and are there any fees to cancel?**
  
  If you wish to cancel your DW @ Home Summer Camp reservation, you must contact the Reservations Department at least one (1) week in advance of the camp start date. Cancellations made at least one (1) week prior to the camp start date will receive a refund, minus a $25 cancellation fee. Cancellations made within the one (1) week deadline will NOT receive a refund.