



## FREQUENTLY ASKED QUESTIONS CAMPS AT THE PARKLANDS

### ENROLLMENTS, PAYMENTS, AND REGISTRATIONS:

#### *How do I register?*

Registering is quick and easy with our online registration process. Simply go to [www.theparklands.org/Camps](http://www.theparklands.org/Camps) to sign up!

If you wish to sign up in person or by phone, you can register by calling 502-815-0274 and speaking with one of our Interpretive Rangers, or by coming in to the Welcome Center in the PNC Achievement Center for Education & Interpretation, 1411 Beckley Creek Parkway, Louisville, KY 40245.

#### *When is my payment due?*

Full payment for camp programs is due at the time of registration. You may pay via check or credit card only. (Note: All online registrations require payment via credit card; camp registrations are not complete until your payment is processed). No cash payments will be accepted for camp programs.

#### *Do you offer any discounts?*

YES! Parklands members will receive a \$25 discount per week of camp. The Parklands of Floyds Fork is a donor-supported public park and membership is a great way to support the parks you love!

#### *Will I receive confirmation of enrollment when I sign up for camp?*

Yes! If you are registering online, confirmations are automatically generated and sent to the e-mail address you entered at the time of registration. If you call to make a reservation, please be sure to provide us with your e-mail address so that they may send you a confirmation.

#### *What if my child would like to be placed with his/her friend?*

Each camp group (K-3<sup>rd</sup>, 4<sup>th</sup>-6<sup>th</sup>) will be its own group. Campers in different age groups cannot be placed together for safety reasons.

#### *What can my child expect at camp?*

Parklands Summer Campers can expect to spend a good deal of time outdoors hiking trails, wading in the stream, and participating in many more activities. Campers can expect to get wet and muddy during camp. A change of clothes and shoes is highly recommended for comfort.

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#### *Can my camper attend a camp in an older or younger age group, even if he/she is not entering those grades?*

For the safety of our campers and in the interest of age level appropriateness, age categories must be observed to ensure the best possible experience for all campers. We have found that children enjoy themselves more and have a better experience if they are with kids their own age. If campers must enter a camp outside of their grade level, we encourage Parents/Guardians to choose a camp below their grade level. Campers will not be admitted into a camp above their grade level unless they are entering the minimum grade of that camp in the coming school year.

## WHEN CAMP BEGINS:

### *How will my child spend his or her day?*

All campers will participate in a balanced day of indoor and outdoor activities each week. Indoor and outdoor time will vary daily based on the topic or activity for the day. All campers will have ½ hour each for both lunch and recess.

### *What if my child has behavior Issues?*

The Parklands of Floyd Fork has a **NO VIOLENCE** policy to keep summer camp participants and other park visitors safe and having fun. Failure to comply with this policy may result in your child being asked to leave camp without a refund. Parklands rangers reserve the right to ask your child to leave for not conforming to safety guidelines.

### *What does my child need to wear?*

Every camper will receive a camp T-shirt on his or her first day that should be worn each day of camp. **All campers should wear appropriate footwear for summer outdoor exploration. Most, if not all, camps participate in creek activities so please have your child prepared with shoes that they can get wet. A change of clothes and shoes/socks is recommended.**

### *What should I do for lunch/snack each day?*

Campers will eat lunch in the park each day, so please pack a lunch and snack for your child. Remember, some campers may be suffering from food allergies so please be considerate when packing your child's lunch. Please note: Lunches may be outdoors so do not pack food that requires refrigeration.

## DAILY DROP OFF & PICK UP

### *What do I need to do on my child's first day of camp?*

On your child's first day of camp, you'll need to bring your child inside the PNC Achievement Center for Education & Interpretation to check in and turn in all of the required paperwork for camp (Health History Form, Permission Form & Emergency Action Form – if necessary). At this point, campers will be given a t-shirt and nametag. Parents/Guardians may walk their child to their classroom to meet their teacher.

### *How do I drop off / pick up the rest of the week?*

Each day, Parents/Guardians must walk their camper into the PNC Achievement Center for Education & Interpretation and to their classroom for check-in. Every afternoon, Parents/Guardians are required to come inside and sign out their child. **The Parklands staff and volunteers will only release campers to those whose names appear on the camper's Health History Form** and all those picking up MUST show ID each day.

### *How soon can I drop off my child? Is it OK to pick up early or drop off late?*

Drop off begins **no earlier** than 8:30 a.m. and will continue until 9:00 a.m. when camp begins. Parents/Guardians may opt to drop off late or pick up early, but please be advised that campers may be participating in camp activities in the park and time should be allotted for travel back to the PNC Achievement Center. Official pick up hours are from 4:00-5:00pm. There is no late care service; all campers **must** be picked up no later than 5:00pm. Parents/Guardians will be subject to an automatic credit card charge of \$1 per minute for each minute after 5:00pm.

## THE EDUCATION & INTERPRETATION TEAM & CLASS SIZES

### *Who is The Education & Interpretation Team? Who will be my child's teacher?*

The Education & Interpretation team at The Parklands is responsible for the day-to-day operation of camp. They are full-time staff and volunteers with The Parklands and are on site and available each day. The Parklands camps are taught by our Interpretive Rangers; all have educational backgrounds in ecology, are CPR & First Aid Certified, and some are certified teachers from the Louisville area. All volunteers and staff have completed a mandatory background check prior to their hiring. They all love the outdoors and are looking forward to working with the campers this summer.

### *Who are your teaching assistants?*

Teaching assistants are volunteers who have gone through an extensive training process and background check with The Parklands team. They have a passion for working with children and are excited to work with the campers this year.

### *How large are your classes, what are your ratios?*

All camps are limited to 30 campers. When a class reaches capacity, we will start a waiting list. Our ratios are 1:10; each class has at least three adults per classroom at all times, depending on class size.

### *Can I stay with my child during camp?*

Campers may be uneasy if this is their first camp experience. To help with this, Parents/Guardians are welcome to stay with their campers during our drop off period (8:30 a.m. - 9 p.m.).

At the start of our day, we ask that Parents/Guardians leave their campers in the care of The Education & Interpretation Team. Please keep in mind that all Education & Interpretation Team members have experience and an interest in working with children and will strive to make camp the best experience possible for your child. The Education & Interpretation team is also available to work with your camper and will call you if a concern should arise with your child.

## CAMP POLICIES

### *What is your cancellation/refund policy?*

Camp programs canceled 30 days prior to the program start date will be refunded in full. Any camp canceled within the 30 day period will be subject to the retention of the entire camp fee. No refunds will be issued for "no shows". In the event of an extreme circumstance that prevents your child from attending camp, you may submit a Request to Withdraw Form to The Education & Interpretation Team that must be approved by the Parks Director and Chief Financial Officer. 21<sup>st</sup> Century Parks will withhold fees for all days attended by the camper in addition to a \$25 handling fee. 21<sup>st</sup> Century Parks reserves the right to cancel sessions without prior notice at which point a full refund will be issued.

### *What is your inherent risk clause? Why do you need it?*

Because we offer camps in an outdoor setting (and nature can be unpredictable), it is important that we communicate with our camper's Parents/Guardians about any potential risk that may occur when we are participating in activities that are outside. Inherent risk clauses are common in outdoor education programs; our inherent risk clause is below:

*Outdoor and adventure activities involve inherent risks that are sometimes impossible to know or predict, including but not limited to: narrow trails; rough, exposed, steep or slippery terrain; lightning, cold weather, wild animals, plants and insects; fires and other acts of nature. We constantly strive to provide programs that respect emotional, social,*

*intellectual and physical safety. Participants and/or guardians acknowledge their understanding of and agreement to participate in potentially unsafe programs by signing appropriate Health and Safety forms.*

***What if my child has special needs, or requires daily medication?***

21<sup>st</sup> Century Parks, Inc. staff & volunteers are unable to administer medication to any child. However, if your child requires an epinephrine pen, inhaler, or other emergency medication you may fill out an Emergency Action Form so that we may administer it in a crisis situation. **Please note that one-on-one care cannot be provided. You may opt to provide your child with an outside caregiver during camp (at no cost) if you wish to have your child participate in camp.**

***What if my camper will be absent?***

Please notify us by calling 502-815-0274. Our Education & Interpretation team will check messages daily and will notify your teacher in case of an absence. Refunds will not be issued for absent days.

***What is your policy in case of severe weather?***

In case of severe weather, The Parklands Education & Interpretation team will provide closing information on our phone system (available by calling 502-584-0350), and on our website. If severe weather is present camp activities will be held indoors.