



# 2018 Summer Frequently Asked Questions

## **Program Details**

What are your hours of operation?

- Our hours of operation vary by campsite.
- Most of our camps open at 7:00 am and run through 6:00 pm. Some sites are open until 6:30 pm. See our list of locations for details about our camps.

What is your camper to staff ratio and are kids grouped by ages?

- Our counselor to child ratio is 1:15.
- Field trip ratios are 1:10
- Yes, we group campers in age appropriate groups. These groups may vary by campsite depending on how many campers are of a particular age.

How old does my child have to be to attend summer camp?

- We are licensed for ages 5-13 years old.  
In order for a child to have the best experience possible, it is recommended that 5 year olds have completed kindergarten. It is not required, but we recommend that children participating in our outdoor camps be at least 7 years of age due to the nature of the program.

Are your camps licensed?

- Yes. Our camps are licensed through the Texas Department of Health or Texas Department of Family and Protective Services.

Can I call or visit to check on my child?

- Yes, we have an open door policy for parents to check on their child.

What is your check out policy when picking up my child?

- We only release children to the individuals listed on the enrollment form completed by the parent or guardian.
- Anyone authorized to pick up the child must present a photo ID
- Once the staff are familiar with those authorized to pick up your child, a photo ID may not be required.

Can I pick up or drop off my child anytime during the day?

- Yes. However, we ask that all campers be there by 9:00 am due to programming and scheduling. If your child arrives late, they will miss out on activities and possibly be assigned to a different group that day due to our staff child ratio.
- Some field trips may require a certain drop off or pick up time. Parents will be notified of pick up and drop off times in advance.

What does my child need to bring to camp?

- Campers should arrive in clothes in which they can be active and should wear tennis shoes or sneakers to allow them to fully participate in the day. Campers are asked to bring a hat for the sun, a water bottle, backpack to keep their belongings when not in use, sunscreen, swimwear (suit and sandals) and a towel for swim or water days.
- Electronics of any kind, including cell phones, are not permitted at camp. If you need to speak to your child, you are always able to call the site and speak to them. If your child needs to call you they just need to tell their counselor.
- Please leave all pillows, blankets, stuffed animals, toys, and other personal belongings at home.
- The YMCA will not be held responsible for lost or stolen items brought from home.

What type of activities do you have at camp?

- Each counselor will lead their group through daily activities such as: group games, sports activities, swimming (depending on location), water play, stem challenges, arts and crafts, field trips and time with their group to build friendships.

What type of field trips will my child go on?

- Our fieldtrips typically consists of visits to the zoo, bowling, laser quest, museums, movies, swimming and field days. Fieldtrip schedules will be posted on the website once confirmed.

Do you have themes for each week?

- Yes, we do have weekly themes. Please check our website for the list of weekly themes.

If my child has behavioral differences or special needs can they still attend your camp?

- Yes, we ask that parents contact the program director to discuss the needs of their child. Our goal is to make sure our program is a good fit for your child.
- The Y also offers a camp for children with special needs at Monarch Academy (Morgan's Wonderland) for 4 weeks in the summer.

How do you select your staff?

- Counselors are carefully screened and interviewed by professional camp staff. We look for staff with experience, enthusiasm, high energy, creativity and patience.
- All YMCA staff must pass a criminal background check as well as a pre-employment drug test.
- Staff get certified in CPR/1<sup>st</sup> Aid and blood borne pathogens
- We offer a total of 15 hours of training prior to the first day of summer camp and on-going training through the summer.

How can I register for summer and do I have to be a member?

- No you do not need to be a member but members receive a discount on all Youth Development programs.
- Our preferred method of registration is online. Parents may also elect to register at their local branch.

How much does summer camp cost?

- Our non-member rate is \$147.00 per week.
- Our member rate is \$132.00 a week.

\*Please note that our camp for special needs at Monarch Academy is \$250 for our non members and \$225 a week for members.

Do you offer scholarships for the summer?

- Yes, financial assistance is available by going to your local branch. We will require proof of income for adults in the household and an open doors application.
- We offer assistance ranging from a 10%-50% discount on the weekly rate. The amount is determined by our Open Door scholarship policy.
- The YMCA is also a CCS vendor. If you are currently on CCS, please contact your caseworker for YMCA availability.

Can I register for just a few days and not the entire week?

- Yes, we call this a "drop in", but we only accept drop ins if space is available.
- Drop in's can not be reserved more than 3 business days in advance. For example, if you need care on a Tuesday, the earliest you can register your child is the Thursday before.
- To register for drop in care call 210-924-2277 or email [registrations@ymcasat.org](mailto:registrations@ymcasat.org) to check availability.
- Drop in care is not available on line or at a YMCA branch. You must get authorization prior to registration.
- Drop in care is \$38 per day.
- Drop in care is non-refundable and non-transferable due to the inability to provide a one week advance notice of cancellation.

Can I reserve the weeks that I need?

- Yes, there is a \$15 deposit per week per child for the weeks you are wanting to reserve. All deposits are due at the time of registration.
- The deposit will hold your spot and your account will be electronically drafted one week prior to the week attending.
- Please note that all deposits are non-refundable and non-transferable.

Do I have to reserve the weeks that I want?

- No, parents may opt to pay for one or more weeks at a time.
- Payment for the full week is expected at time of registration and you must register at least one week in advance. However, you will run the risk of your preferred camp location being full to capacity this way.
- Paying the \$15 deposit for all the weeks needed is the only way to ensure your child can attend the camp of their choice.

Can I reserve weeks for summer without being on EFT?

- No. In order to reserve weeks you must have your account set up on automatic draft at least one week prior to needing care.

## **Cancellations/Transfers and Refunds**

Can I cancel my summer registration?

- Yes. All cancellations require an 8 day advanced written notice to [registrations@ymcasatx.org](mailto:registrations@ymcasatx.org) in order to be eligible for a refund.
- 8 Day notice, you will be refunded the entire amount paid for the week less a \$15 cancellation fee. If you paid a deposit for the week, the \$15 nonrefundable deposit will serve as your cancellation fee.
- If you do not give an 8 day advanced notice the weekly fee is fully earned and a refund will not be issued.

- If you registered your child with less than 8 days before camp starts you are not eligible for a refund should you decide to cancel. Your fee will be fully earned not refunded or transferred. For example, if you register on June 4<sup>th</sup> for the week of June 9<sup>th</sup> and decide to cancel on June 7<sup>th</sup>, you will not be eligible for a refund. Only registrations made more than 8 days in advance are eligible for refunds.

What if I cancel my registration and owe money?

- After we cancel your registration we will apply any fees stated in our policy. If you are eligible for a refund, the fees will be taken out before a refund is issued. If you owe a balance after the cancellation, payment will be taken on the next available draft date that you were scheduled to make.

If I want to transfer a week or campsite can I transfer my deposit or payment without a penalty?

- No. If you reserved a week and need to change the week or campsite you will lose your \$15 deposit on the week that was reserved and pay a new deposit for the new week. If you paid your registration in full, we will transfer funds less \$15 to the new week and you will be responsible for paying the additional \$15.
- All deposits are non-refundable / non-transferable with the exception listed below.
- If you are on the waiting list for an alternate campsite and you get pulled off the waiting list everything will transfer over to the new site.
- To transfer camp locations or weeks, we must have minimum of 7 day notice and we must have space available at the new week or location.
- You can call 210-924-2277 or email [registrations@ymcasatx.org](mailto:registrations@ymcasatx.org) to request a transfer. Not all transfer requests will be met.

Do I get credit if my child misses a day of camp because of illness or family coming in town?

- No. Our program is considered full time so no credit is given for the days your child missed camp.

Can I cancel my drop in care?

- No, drop in care is non-refundable / non-transferable. There are no refunds, transfers or credits for drop in care.

For complete billing, cancellations and transfer policies for summer, please see Summer Camp Enrollment and billing policies located on our website. [www.ymcasatx.org/summerdaycamp](http://www.ymcasatx.org/summerdaycamp)



# 2018 Summer Frequently Asked Questions for Membership Desk

## **Enrollment**

Can parents register at any location from my branch?

- Yes, parents have the option to register online or at any branch.
- Parents should not be referred to another branch to register.
- If you need help registering you may call the Accounting department at 210-924-2277.

Do you stop taking registrations at anytime?

- Yes, children should be registered 7 days in advance. We will stop taking registrations for the upcoming week after Wednesday of the week prior. No registrations should be taken after Wednesday for the week prior without verifying with the Accounting Department that registration is still available. 210-924-2277
- Yes, we stop taking active registrations once a campsite is full. If a campsite is full, you should offer another location and place the child on the waiting list for their preferred campsite.

How much assistance can branches offer?

- Parents needing financial assistance may apply for Open Doors and receive the amount they qualify for based on the Y Open Door scale.

- If a parent needs more assistance than what they qualify for, the Executive Director or Leader on Duty may approve scholarships for summer up to 50%.
- Anyone requesting assistance for more than 50% should be referred to the program director overseeing that camp site. (see list provided)

If a parent pay the deposit, when is their balance due?

- Balances will be electronically deducted one week prior to the week of camp on Sunday. For example if camp starts on June 11, their balance will be drafted on June 3<sup>rd</sup>.

Is there a fee for canceling or transferring a registration?

- Yes. If a parent gives us 8 days advanced notice we will cancel or transfer their registration. However their deposit is non-refundable/non-transferable so they will need to pay another \$15 to make the transfer.
- If we do not receive proper notice, no money will be refunded.

Can the branch cancel or transfer a registration?

- No, all cancelations and transfers should be in writing and sent to accounting at [registrations@ymcasatx.org](mailto:registrations@ymcasatx.org)
- If the branch makes a mistake in registering, they may fix their mistake but all other cancellations and transfers must go through accounting. For help call accounting at 210-924-2277.

Does camp have drop in rates?

- Yes, there is a \$38 drop in rate however there are a few exceptions.
  - Drop ins can only be done by the accounting department. Branch and online registrations are not permitted. Parents will need to contact accounting to check availability. 210-924-2277
  - Drop ins are only accepted if space is available.
  - Drop ins can only be registered 5 days in advance. For example If parent wants to drop in on June 15<sup>th</sup> the earliest they can register for that day is June 9<sup>th</sup>.
  - Parents can not reserve drop in days. Payment in full for drop in is due at time of registration auto draft is not available.
  - Drop ins will not be permitted on fieldtrip days
  - Depending on enrollment, some sites may not be available for drop ins.
- All drop ins are non-refundable and non-transferable

How do we handle the camp locations that have a waiting list?

- You will register the child for their selected camp site. Be sure to register the child for all the weeks they need camp. They will not be charged anything at this time but they will be required to complete the registration information prior to getting on the waiting list.
- You should be offering other locations to meet their camping needs
- When space becomes available the accounting department will contact families on the waiting list.
- The accounting department will attempt to contact the families twice. If they are unable to reach the family we will go to the next family on the waiting list.
- Once a family is reached, they will have 24 hours to decide if they want the available slot. If the family has not confirmed within the 24 hours, we will move to the next family on the waiting list.
- We must have accurate email addresses and phone numbers for families choosing to go on the waiting list.

What days of the week will camps be going on field trips?

- The days will vary. Once the field trips are confirmed this information will be available on the web site and branches will be provided a copy.

Will camps be swimming?

- Yes. However Boerne ISD – Currington will not be swimming.
- Takas Summer Camp – swimming has not been confirmed
- All other camp locations will have limited swimming. Swimming will be considered a field trip.

Do camps have themes and curriculum?

- Yes. All camps will have curriculum based on weekly themes. Once these are confirmed, branches will be issued a listing and the website will be updated.

Please see Summer Enrollment and Billing Policies for more detailed information.