

# PARENT HANDBOOK

## **TUITION**

Refer to your child's confirmation letter for tuition amount.

Tuition **must be paid** no later than two (2) weeks before the week to which it applies. It may be paid on line, mailed to our office or given to a pick-up-point counselor (Please be certain the camper's name is on the check or on the envelope if cash is sent).

A receipt will be sent to the email address provided at time of registration or by mail if there is no email address on file. Please keep your receipts for tax purposes. Tuition includes transportation, 3 snacks a day and all activities except horseback riding which requires an additional \$30 per week.

## **LUNCHES**

Campers may bring their lunch each day in a lunch box (name visible) or a clearly labeled sack. (*Hint: Please send lunch sacks that do not have to come home each day*)

Campers may order lunches. (*A lunch menu is attached*) This may be done through the online lunch order system or by sending a note and money to the office. Either method should be by Friday before the week to which it applies. If lunches are ordered occasionally by the day, they may be paid for by check or cash.

## **CANTEEN CARDS**

Tuition includes a 3/day canteen card.

Food and drink items available consist of: soft drinks, ice cream, water, sport drinks and packaged products (*chips, cookies, crackers, nuts, etc*)

Campers may also bring snacks and drinks or purchase additional snacks and drinks.

*Doublecreek cannot be held responsible for cash campers may bring and do not turn in to the office.*

## **SWIMMING LESSONS**

All campers will have the opportunity to swim in our junior Olympic size pool at least twice during the camp day. Campers going into 3<sup>rd</sup> grade and lower will be given swim lessons once a day. Older campers, 4<sup>th</sup> grade and up, will have swim lessons as an option in their daily camp schedule. If the camper does not want to participate in the swim lesson a note from the parent or legal guardian must be

turned into the office or pick up point counselor and an alternate activity will be provided.

### **WHAT TO BRING TO CAMP**

- Swim suit and towel (not Spring Break camp)
- Sunscreen
- Bag for clothes while swimming (*anything except paper*)

EVERYTHING MUST BE CLEARLY LABELED WITH CAMPER'S FULL NAME. All items above are kept at camp and sent home on Friday.

### **WHAT NOT TO BRING TO CAMP**

- Toys, dolls, stuffed animals
- Electronics (radios, mp3 players, tape players, video games, digital cameras, cell phones, etc.)
- Flotation devices
- Any item of value such as jewelry
- Chewing gum
- Glass containers
- Cards (*playing cards, trading cards, etc.*)

### **WHAT TO WEAR – AND NOT WEAR – TO CAMP**

Preferable to wear short sleeve, summer clothes. *Camp is not a fashion show!*

Pease send your camper in comfortable active wear.

Sturdy, closed toe shoes are a must; no sandals or crocks.

It is important to wear a cap or hat if possible.

### **PICK UP POINTS**

All campers should arrive at camp on one of our buses or vans. This is for the safety of your child; we have no vehicles coming into the campus.

The pick-up and drop-off times and place you chose are in your confirmation letter.

**\*Please note your campers are to be picked up NO LATER than 5:30pm.** If you have an unforeseen delay, please call the office so that we can notify the counselors on site. *We will never leave campers!* If you are late we reserve the right to charge your account for any overtime compensation of our counselors and staff.

Your child will be released only to those whose names and drivers license numbers you have given us. *A photo ID (drivers license or passport) will be checked.* Counselors will be at your pick-up-point as early as 7:30 ready to greet your camper and check him/her onto the bus. It will not be necessary for you to wait till the bus leaves.

Buses must leave the pick-up-point at the scheduled time. By state law buses may not stop after departing.

We may be delayed on rainy days; we slow down on wet streets.

We appreciate and respect the use of the various pick-up-points. Campers are expected to be models of decorum; we do not want to abuse this privilege.

Permission to use the inside the buildings is forbidden.

Notes and money may be sent to the office via the pick-up-points. We ask that campers 3<sup>rd</sup> grade and above keep the correspondence and give it to their counselors when they arrive at camp. Since it is harder for young campers to remember, the pick-up-point counselors will collect theirs.

## **DELAYED ARRIVALS**

Campers arriving late must check in at the office. Please bring your camper after 8:40am. For the safety of your camper we have a closed campus prior to 8:40am due the bus traffic. Please park in the designated area and walk your child to the office to be checked in. We will gladly get him/her to their group. If a camper needs to order a lunch, the office needs to know by 9:00am.

## **EARLY DEPARTURES**

If it is necessary for your camper to leave Doublecreek early, you may let us know with a note or phone call. Campers should be picked up no later than 3:00. Please park in the designated area, walk through the gate and come to the office. We will have your child ready. It will be necessary for us to check photo identifications (drivers license or passport) with the names & drivers license numbers you have provided at registration.

## **CANCELLATION AND REFUND POLICY**

Tuition **minus deposit** will be refunded for cancellations received two weeks prior to date camper is to attend.

Notification of cancellation must be in writing via fax (512-310-7812), email ([info@campdoublecreek.com](mailto:info@campdoublecreek.com)) or mail (P O Box 5261, Round Rock, TX, 78683)

**Please note:** *There are no provisions for absences due to illness once the camp week begins.*

If July 4 is on a camp day, refunds will be issued for that day.

The above is in accordance with the cancellation policy you signed on your camper's registration form or agreed to prior to online registration.

## **POLICIES**

If a camper is to go home with someone other than those listed on the contacts section of your registration form, camp must receive notice in writing giving the name and drivers license number of that person. Photo ID will be checked.

If there are special custodial arrangements, please be sure Doublecreek is aware

**Illness:** Camp Doublecreek has a licensed medical professional on site. We abide by regulations set out by the Texas Department of Health. Potentially contagious conditions will require that we isolate the child who must be picked up as soon as possible.

**Medication:** Campers requiring medication must have it sent in the original container along with a note from the parent. All medications will be administered by our health care professional after obtaining permission from the parent or doctor.

**Tax receipts:** You will receive a receipt via email each time you pay. Due to the volume of receipts we must generate, we reserve the right to charge additional receipts.

**Messages:** We do not call campers to the phone. If you need to get a message to your camper, the office staff will be glad to relay it to him/her.

**Visitors:** Parents and other visitors must check in at the office and receive a name tag.

## **LOST ARTICLES**

*We feel that part of the camping experience is being responsible for personal belongings.*

After dressing for swimming, clothes are to be placed in his/her bag. After swimming, wet suits and towels are to be placed on a clothes line with clothes pins – dry and ready to for the next swim period.

Counselors helpfully reinforce this all through the day. An explanation of this at home might aid our repeated explanations at camp!

On Fridays dressing rooms are cleaned out and bags/clothes sent home. Unclaimed items are collected and put in our lost and found, where we keep them until well after the camp session ends.

## **INSURANCE**

Camp Doublecreek does not provide accident insurance or health insurance. Personal injuries at camp must be paid by parents or legal guardians

***PLEASE NOTE:***

Camp Doublecreek assumes no responsibility for loss or damage to camper's personal property.

The directors reserve the right to dismiss a camper when, in their opinion, this action is in the best interest of the camp and/or the camper.

***Your child's safety and happiness are our priorities.*** Please call, Dan, Carter or Trudy with any questions or concerns