



# Camper Policies & Procedures

## POLICIES AND PROCEDURES

Policies are in place for the safety and well-being of your child. Please read and agree to these policies to enroll your child in Witte Museum Camp. Please retain a copy for yourself.

## REGISTRATION AND FORMS

Parents and guardians can register for Camp online at [WitteMuseum.org](http://WitteMuseum.org) or over the phone at 210.278.9806. Camps are filled on a first-come, first-served basis. All Camp forms must be filled out in their entirety to complete the registration process.

## CANCELLATIONS, EXCHANGES OR REFUNDS

If a child can no longer attend prior to the camp start date, the Witte will refund 50% of the total fee. In the event you need to cancel your registration, you must call 210.278.9806 to process your cancellation and refund.

If a child is removed prior to the camp end date at the parent's request, no refund will be issued. Cancellation notice must be submitted in writing. Cancellation requests due to illness or accident will result in a full refund.

If a student is removed prior to the camp end date at the Witte's request, the Witte will refund the unattended days at the prorated day rate.

Full refund available when cancellation is 4 or more weeks prior to the start of your camp.

**PLEASE NOTE:** *The Witte Museum reserves the right to cancel camps that do not meet minimum enrollment. If a camp is cancelled by the Witte Museum, patrons will receive a full refund.*

## HEALTH AND SPECIAL NEEDS

### ILLNESS

Please keep children home if they have a fever of 100 or more, skin rash, or any other visible signs of illness. Children may return to Camp after they have been free of symptoms for 24 hours and/or have been given written, doctor approval to return. Attendance is recorded each day. Please call or email us if your child will not be attending camp because of illness or other reasons.

In the event your child becomes ill at the Witte Museum or has an accident that requires a doctor's attention, we will notify you immediately. If you cannot be reached, we will call the individuals listed as emergency contacts. For the comfort and wellness of your child, we will expect you to pick your child up within one hour of that call. If a child has an accident that causes a minor scrape, bump, etc., we will administer first aid and notify you when you pick up your child or by phone/email the same day.

**PLEASE NOTE:** *Museum staff is not allowed to administer any personal medication. If your child needs medication during the program, you or someone you designate in writing must administer that medication.*

### SPECIAL NEEDS

The Witte Museum is happy to accommodate children with limited special needs. In order for us to be able to help your child have an enjoyable experience in our programs, we ask that you notify the Camp Director of your child's needs at least one week prior to the first day of camp. Please notify us of any allergies, accessibility concerns, behavioral, psychological or emotional conditions or other special needs

using the form provided upon registering for camp. While we hope to offer these camps to as wide a range of children as possible, it is not possible for us to offer one-on-one care.

### **ALLERGIES**

If your child has a severe allergy and is susceptible to anaphylactic shock, you are required to provide epinephrine (adrenaline) injections to the camp staff. All Witte Museum Security staff are trained in CPR/First Aid and the use of EpiPens.

### **DRESS CODE**

Campers must wear their Witte Museum Camp t-shirt and closed-toe shoes every day. Camp t-shirts are included with the cost of registration and are distributed on the first day of camp. Additional t-shirts are available for \$10 each.

We suggest applying sunscreen or bug spray to your camper before sign-in each day, if appropriate for the time of year. We also suggest bringing weather-appropriate gear like hats, coats, rain coats, or sunglasses when necessary.

### **LUNCH & SNACKS**

Parents and guardians are responsible for providing a small, nutritious snack and lunch for their child each day. In the afternoon, your camper(s) snack will be provided by the Witte (all listed allergies will be taken into consideration.) Label all food and other personal items with your child's name. Please make sure all food items do not need refrigeration or microwave heating. The Witte Museum is dedicated to land stewardship and leaving a positive impact on our local environment, so please consider reusable packaging if at all possible during lunch. We also ask that you send a reusable water bottle to keep your child hydrated throughout the day. Due to allergy concerns for campers and staff, we ask that campers do not share their lunches or bring in additional food items to share (i.e. birthday cupcakes, etc.)

If you would like to take advantage of purchasing a lunch from The Witte's Market, that option is also available for \$8.50 per camper, per day. Lunches include a sandwich (your choice of Chicken Salad, Turkey & Cheddar or PB&J), chips, a clementine orange, and water. **If you would like to take advantage of The Market lunches, please let the Camp Director know one week in advance to the camp's start date.** We will accept a check (made out to the Witte Museum) or exact cash only.

## SIGN-IN AND SIGN-OUT PROCEDURES

Parents and guardians must walk their children into the Museum through the Feik Family Orientation Pavilion to drop off their children with Camp program staff and to sign them in. If you are picking your child up, you must show your state or federal issue photo identification and be on the list of people to sign-out your child every time they are picked up. **No exceptions to this rule.** Even though your child's instructor may know who you are, please be prepared to show ID to any member of the camp staff.

Witte Museum Camps are Monday through Friday. Sign-In begins at 8:30 a.m. and ends at 9:00 a.m. If you arrive after 9:00 a.m. to drop off your camper, we ask that you proceed to the Sally and Ganahl Walker Admissions Desk at the main entrance to sign your child in for the day. Sign-Out occurs at Feik Family Orientation Pavilion between 5:00 and 5:30 p.m.

If a parent or guardian is more than 15 minutes late when picking up their child without notifying camp staff, a \$25 late fee will be issued.

**PLEASE NOTE:** The Witte Museum anticipates an increase in visitors during our Free Tuesday hours, every week from 3:00 p.m. - 8:00 p.m. Please proceed as normal for camper pick up. You will notice orange cones along Gunn Drive; you may disregard those and still pull up to the curb as per usual. Consider yourself a VIP!



## EARLY SIGN-OUT PROCEDURES

Parents and guardians who need to sign out their camper earlier than 5:00 p.m. will need to notify the Camp Director during morning Sign-In, if at all possible. Due to the nature of your camper's scheduled activities, we cannot accommodate early sign-out between 4:30 – 5:00 p.m. If you are choosing to sign-out your camper early, we suggest a 15-minute advanced notice via a call to the Camp cell phone (210.529.2322) so we can have your camper ready to go by the time you arrive. All early Sign-Outs will take place at the Sally and Ganahl Walker Admissions Desk at the front of the museum.

## COMMENTS, CONCERNS OR COMPLAINTS

We welcome letters, emails, and phone calls with suggestions, comments or accolades. As a parent or guardian, we encourage you to express any concerns you might have involving your child. Please approach or contact the Camp Director to have your concerns addressed. A survey will be distributed at the completion of camp to record your comments.

## DISCIPLINE AND GUIDANCE

Our Camp Staff is dedicated to creating the best environment possible for you camper. Our Staff consists of education professionals trained in Museum content who work to create a fun, interactive and exciting Camp experience. We believe discipline and guidance are important to a child's personal growth and comprehension of acceptable behavior, self-control, self-esteem, and self-direction. As educators, we are very careful to ensure that our actions are appropriate for each individual child's age and level of understanding, and consistently administered.

Positive guidance is our approach, which may include:

- Using praise and encouragement of good behavior instead of focusing only on unacceptable behavior
- Reminding the children of behavior expectations daily with clear, positive statements
- Redirection using positive phrases
- Using brief supervised separation from the group when appropriate for the child's age and development
- Reasonably involving the children in creating the rules for their Camp experience
- Treating each child with respect and dignity. This models appropriate behavior and encourages the children to treat their friends the same way

## CAMP PROMISES & GUIDELINES

In order to maintain a fun and safe learning environment for all, we ask campers to follow five guidelines, called Camp Promises, while at the Museum. Campers are expected to follow these guidelines at all times:

### I Promise To:

- Keep my hands, feet, and other body parts to myself
- Respect myself, others, and my Museum
- Use walking feet and stay with the group

If your child is having trouble following rules and/or his or her conduct is disrupting the experience or safety of others in Camp, we will notify you, and work with you to help alleviate the problem. **The Witte Museum reserves the right to dismiss students from camp at any time due to behavioral problems.** If this occurs, any tuition paid for time not attended will be refunded at the prorated day rate. If a child accidentally or intentionally damages, destroys, or otherwise harms Witte Museum property or the property of another child or person, you may be required to pay for the repair or replacement of the item(s).