

## Camp Spa 23 Frequently Asked Questions

### **Can you switch camp weeks after you have purchased them?**

There is a \$39 fee to switch weeks.

### **Do the bonus programs, field trips, and swim lessons overlap during the day?**

No, our bonus programs and field trips do not overlap. It is important for all of our campers to have the opportunity to take part in all the camp has to offer. Our swim lessons are in the mornings and the rest of the bonus programs are in the afternoons.

### **How do you know what is planned for camp that week?**

At the beginning of each week you will receive an email that includes the date and time of the field trip for that week, the date of our TEEN lunch, a list of bonus programs, and any special activity that we may have planned.

### **What is the best form of communication?**

Our main form of communicating to our parents is through email. We know how important it is to know where your child(ren) is during the day. Therefore, anytime we move from the park due to rain or come back from a field trip we send out an email informing you. If at any time you are not receiving emails please call us at 973-839-8823. If for any reason we need to reach you during the day we will call you.

### **How do we go about purchasing a week of camp, bonus program, lunch, etc.?**

Any time you need to buy lunch, a bonus program, a field trip, before care or after care please call Member Services at 973-838-8823 and they will be more than happy to assist you.

### **Does CAMP Spa 23 give refunds?**

No, we do not issue refunds for any reason.

### **Can you request a camper to be with a friend who may be in a different group?**

Yes, you may request your camper to be in the same group as their friend. Please keep in mind that the mornings are for group activities and the afternoons are for zoned activities where your camper chooses what they would like to do. Therefore, they will have plenty of time throughout the day to be together.

### **What if my camper misses a day of a bonus program?**

If your camper misses a day we will make up that lesson on another day.

### **Where does Before Care take place?**

Before care starts at 7:00am in Kidz Care of Spa 23. Kids Care is located across from the pool and may be accessed by the front door and side door. The group will start to walk over to PV Park at 8:35am through Village Road with counselor supervision. If you are dropping off for Before Care and it is after 8:35am please drop your camper off at PV Park.

### **What forms are needed for registration?**

In order to complete the registration process, the following forms are needed must be handed in before the first day of camp:

- physical form
- immunization form
- copy of health insurance card
- trip release form
- camp release form
- registration form

### **What days are the field trips on?**

The weekly field trips are typically on Wednesdays. We also plan bonus field trips on inclement weather days that are announced the morning of.

### **Do you have to buy consecutive weeks?**

No, you can choose the weeks that your camper will join us.

### **What is a day of camp like?**

Once your camper is dropped off they will check in with their group counselor. Once we go through our morning announcements, we break off into our group activities. The mornings are for group activities that are geared towards the age of the group. After morning snack, we break out into zones. These zones are different activities in specific areas of the park supervised by a counselor. Campers get to choose which activity they would like to do. The end of the day clean up starts around 3:00pm and pick up starts at 3:45pm at the back gate. If you need to pick up your camp earlier, please go through the main gate of PV Park.

### **What happens if I have a TEEN camper who bought lunch for the week but they go to the TEEN diner luncheon?**

You would only be charged 4 days of lunch. If your teen camper goes to the diner please make sure that they have enough money for their meal, tax, and a \$2 tip. Your teen camper is more than welcome to join the group if they want to bring their own lunch.