

## CAMP PAYMENT AND REFUND PROCEDURES SUMMER 2019

### SUMMER CAMP PAYMENT PROCEDURES

Payment for the first week of camp is due in full, includes \$10 non-refundable deposit. Subsequent weeks of camp may be held with a \$10 non-refundable deposit per child, per week. Payment is due in full 7 days prior to the first day of camp. ***If payment is not received within 5 days of the start of camp, the \$10 deposit shall be forfeited and the camper's space will be offered to someone on the waitlist.***

### PAYMENT DEADLINES

All Payments must be received by the following dates or your child risks losing his/her spot in camp.

Week 1	At time of registration
Week 2	Thursday, June 13
Week 3	Thursday, June 20
Week 4	Thursday, June 27
Week 5	Friday, July 5
Week 6	Thursday, July 11
Week 7	Thursday, July 18
Week 8	Thursday, July 25
Week 9	Thursday, August 1

### CREDITS, REFUNDS, & CANCELLATIONS

Prior to the start of the final day of camp, participants may request a refund or credit. The amount of the refund/credit will be the camp fee paid less the daily rate, based on the number of days elapsed, regardless of attendance, and the processing fee for refunds. Day Camp refunds/credits are based on a daily rate and are not prorated. All refunds are assessed a processing fee of 25% of the camp registration fee. All credits expire on July 1<sup>st</sup> immediately after the issue date of credit. All refunds are non-cash and will be processed within four weeks after request. If a request for refund/credit is for a one time event, the refund/credit request must be made prior to the start of the event. If you are unable to attend a class/activity after you have registered, you may request a refund or credit by contacting 760-643-5272

*The above procedures have been implemented due to advance payments we make to our vendors in the purchase of entry tickets, transportation usage, supplies and hiring of staff.*

# 2019 policies

## Camp Philosophy

The City of Vista Day Camp Program is committed to a simple yet comprehensive philosophy focused on your camper's wellbeing: be safe, build positive relationships and make it fun. This philosophy is the basis in which our camp operates, counselors are trained and activities are developed.

## Dress Code

Campers should wear comfortable clothes that will allow them free range of motion to participate in recreational and athletic activities. Clothes may get soiled with dirt, grass, paint, glue, etc. Unacceptable Attire: sandals, flip-flops, open-toed shoes, revealing clothing, apparel that displays/promotes drugs, alcohol, tobacco, or gang references and excessively loose or baggy pants.

## No Personal Items/Electronic Devices

Campers are **NOT** permitted to bring any personal items from home. This often increases the likelihood of them getting lost, stolen or damaged. In addition, campers shall not borrow, lend or trade items while at camp. **Cell phones are permitted at camp.** The camp staff reserves the right to confiscate any and all personal items as issues arise. Confiscated items will be returned to the parent at the end of the day.

## Lost Items

The City of Vista is **NOT** responsible for any personal items that may have been lost, stolen or gone missing during the program.

## Summer Lunch Program

During the summer the City of Vista Day Camp Program is offering the convenience of **FREE** lunch to campers. Enjoy a healthy lunch without the hassle. Please inform the Day Camp Staff of any food allergies that your child might have. If you do not take advantage of this program, please bring a sack lunch and drink daily that does not require refrigeration/heating.

## Field Trips/Transportation

Field trips provide a fun, interesting change of pace for campers and are not optional, as they are a part of the structured activities of camp. As a result, no alternate activities are planned. Parents that do not wish their children to participate must make personal arrangements for care that day, no adjustment in program fees will be made. Transportation for trips may include public transit, chartered bus, city or county owned vehicles, walking or any combination therein. Due to transportation schedules, all times are approximate. I consent to all field trips offsite as defined by the City of Vista Day Camp Program.

## Extra Money

The City of Vista is committed to providing an all-inclusive program for one low price. Therefore no additional fees will be collected for field trips or activities. We ask that campers leave any extra money at home. Extra money is permitted on field trips, with prior consent from Peggy Kidd Wozniak, Recreation Coordinator.

## Photography Wavier

I permit the City of Vista to use and publish photographs and/or videotapes of me and/or my children for purposes of promoting recreation activities to the community.

## Late Pick-up

Participants that are picked up from camp after closing are subject to late fees. Fees are as follows: 1-5 minutes, \$5; 6+ minutes, \$1 per minute. Late fees shall be collected at the time of pick up and are per child. Child protective services may be notified if campers remain more than an hour without contact from the parent. Habitual tardiness could result in dismissal from the program.

## Consent to Treat Minor

In the event of sudden illness, accident or injury which may occur while said minor is engaged in an activity supervised by City of Vista employees, when neither of the parents or guardians can be contacted, I hereby give my consent for emergency medical treatment as shall be necessary under the circumstances by any physician licensed under the laws of the State of California. I further understand that I shall be solely responsible for all costs associated with the emergency medical treatment provided.

## Transfer Requests

The City of Vista Day Camp will honor transfer requests provided the camp requested is not full, is an appropriate age group, and not done on a field trip days. Any difference in fees must be paid at the time of transfer. Campers are **NOT** permitted to switch back once a transfer is made. All transfers require program supervisor authorization.

## Refund Policy

Prior to the start of the final day of camp, participants may request a refund or credit. The amount of the refund/credit will be the camp fee paid less the daily rate, based on the number of days elapsed, regardless of attendance, and the processing fee for refunds. Day Camp refunds/credits are based on a daily rate and are not prorated. All refunds are assessed a processing fee of 25% of the camp registration fee. All credits expire on July 1<sup>st</sup> immediately after the issue date of credit. All refunds are non-cash and will be processed within four weeks after request. If a request for refund/credit is for a one time event, the refund/credit request must be made prior to the start of the event. If you are unable to attend a class/activity after you have registered, you may request a refund or credit by contacting 760-643-5272

## Camp Policies

I agree to comply with all the rules and regulations of the City of Vista, Recreation & Community Services Department regarding all program fees, enrollment guidelines, schedule of events, and other policies specified in the Parent's Handbook issued by the Day Camp Program. I understand and agree that the City of Vista, a chartered municipal corporation will not assume responsibility for a child who has not been properly signed in when he/she arrives for the day or signed out when he/she leaves for the day.

## Day Camp Parent Handbook

The City of Vista Day Camp Program makes available the Parent Handbook that includes camp information, policies and procedures. Please contact the Day Camp Program Office to request a copy. If you would like clarification on anything herein, contact the office at 760-643-5272

## Communication

Campers are not permitted to use cell phones at camp. Thus all communication is coordinated through the camp office. If you need to contact your camper or a staff member please call 760-643-5272

*These policies shall be considered in their entirety and may not be modified, altered, or changed in any form without the express written consent of the City of Vista. Attendance and participation in the Day Camp Program is contingent upon agreement to all of the conditions set forthwith.*