

# Camp Wonderstruck Policies and Procedures

## Cancellation + Change Policy

### Timing + Communication

All cancellation requests must be submitted at least 2 weeks prior to the camp start date. *For example, if your child were enrolled for camp beginning on March 18th at 8:30 am, you would need to cancel before March 4th at 8:30am.* Cancellation must be communicated in a clearly-worded email sent to [wonder.northvan@gmail.com](mailto:wonder.northvan@gmail.com).

### Refunds

Refunds are subject to a \$50 cancellation/administration fee per registration.

Cancellation requests less than 2 weeks from camp start date are not eligible for credit or refund. This means **if a cancellation request is received less than 2 weeks prior to the beginning of the camp's start date for which your child is registered, Camp Wonderstruck is not obligated to issue a refund.**

We recognize that extenuating circumstances exist. For cancellations due to medical illnesses, or for any other compassionate reason, please apply via email to [wonder.northvan@gmail.com](mailto:wonder.northvan@gmail.com) (no more than 14 days after the end of the program) for potential credit. If the reason is medical or illness, please include official documentation in an attachment to your email. There are no credits or refunds for missed days due to changed work or vacation schedules, sick days, or other non-emergency reasons.

### Transfers + Credit

All camp schedule change requests must be submitted at least 14 days prior to the camp start date. *If your child were enrolled for camp beginning on March 18th at 8:30 am, you would need to request a change before March 4th at 8:30am.* Change requests must be communicated in a clearly-worded email sent to [wonder.northvan@gmail.com](mailto:wonder.northvan@gmail.com). There will be a \$25 administration fee for changing the name of the enrolled camper. Changes in camper where the new camper has extenuating needs or special accommodation requests are subject to staffing availability.

Any additional registrations made by a customer on our website, even with the intention of requesting a change in session, are subject to our regular cancellation policy.

## Child Protection Policy

The top priority of Camp Wonderstruck is the safety and well-being of children. We have a duty to ensure that children in our care are safe and secure. It is our responsibility as a childcare provider to report any suspected acts of mental or physical abuse to the correct authorities.

We will always endeavour to maintain higher-than-minimum counselor-to-camper ratios so as to ensure that your children are well looked after.

## Required Training for Counselors

Senior Counselors and Directors of Camp Wonderstruck will have First Aid training.

Camp Wonderstruck requires that all Counselors, Leaders and Directors complete a criminal record check.

## Lost, Damaged or Stolen Property Policy

We recommend that children do not bring valuables with them to camp, and that every parent at the end of each day take a moment to ensure that all their child's items go home with them. We are not responsible for any lost or stolen property. We will maintain a Lost and Found bin until the last day of Wonderstruck Camp. After this time, unclaimed Lost and Found will be donated to charity.

## Weather and Environmental Policy

Camp Wonderstruck will run rain or shine. We spend a significant portion of the day outdoors, so please ensure your child comes to camp with weather-appropriate clothing, raingear, hats and footwear. We do not provide refunds for missed attendance by choice due to weather.

If extreme weather jeopardizes the safety of children or employees in any way, Camp Wonderstruck may hold off on specific activities and alter our programming, until conditions have subsided. Camp Wonderstruck's goal is always to operate in some capacity, as we understand the difficulty of finding alternative last-minute childcare options.

The decision to cancel any Camp Wonderstruck programming due to potentially hazardous weather will be made in consultation with Camp leadership and with local weather forecasts or advisories. In the event of any cancellations due to inclement weather, every effort will be made by Camp Wonderstruck to contact everyone affected, via email, phone and/or informative

postings on the website. Please ensure you provide up-to-date contact information in your registration form so that it is easy to reach you.

## Nut-Free Policy

All camper's snacks and lunches for camp should be nut-free. If a child brings a snack containing nuts, the snack cannot be consumed or opened. If a snack with nuts is opened, it will be discarded, and the child brought to wash their hands immediately.

## Privacy Policy

Camp Wonderstruck respects its customers' rights to personal privacy. Personal information is not lent or sold to any person or agency for any purpose. Any personal information customers have provided to Camp Wonderstruck will only be used to deliver services to them, and to keep them informed and up to date about Camp Wonderstruck activities. These activities include advising customers of initiatives, programs, services, confirmations, special events, and/or emergencies.

## Advertising Disclaimers

You should be informed of the following regarding advertising:

- Camp Wonderstruck may choose to implement and use Display Advertising.
- Visitors can opt out of Google Analytics for Display Advertising and customize Google Display Network ads using Ads Preferences Manager.
- Camp Wonderstruck may choose to use Remarketing with Google Analytics to advertise online. Third-party vendors, including Google, may show our ads on sites across the internet.
- Campwonderstruck.com and third-party vendors, including Google, may use first-party cookies (such as Google Analytics cookies) to improve, optimize and serve ads based on someone's past visit to our website.

## Unsubscribing

If individuals wish to have their personal information amended or removed from the Camp Wonderstruck databases a request may be sent to [wonder.northvan@gmail.com](mailto:wonder.northvan@gmail.com). To be removed from mailings, customers may simply click the "Unsubscribe" link at the bottom of any email.