

## **Explora Camps - Frequently Asked Questions - 3 pages**

Last revision 12/2016

Thank you for considering the learning and discovery experience at Explora for your child. General information about Explora camps is provided below, organized alphabetically by topic. If you have additional questions or need more information, please contact our Camp Coordinator at 505-224-8381 or [campcoordinator@explora.us](mailto:campcoordinator@explora.us)

### **Absences**

Please notify the Camp Coordinator at 505-224-8381 if your child will be absent on a day for which he/she is registered for camp. Missed days cannot be made up by attending a different camp session/day; refunds are not available.

### **After Camp Care**

After Camp Care is available from 4-5:30pm, and is 5\$ per child, per day. Pick-up your child by checking in at the main entrance front desk, with ID.

Note: There is a separate charge for Before Care.

Advance registration is available on the Explora website using your existing login for camp registrations. Drop-in registration is also available for After Care; please note on the camp sign-in sheet if your child is staying for After Care.

Call 505-224-8341 or email [reservations@explora.us](mailto:reservations@explora.us) for more information.

### **Age or Grade Groups**

Camp curriculum is designed to ensure appropriate educational and developmental content for the age or grade groups specified. Winter and Spring Camp grade levels refer to the grade in which your child is currently enrolled. Summer Camp grade levels refer to the highest grade level your child has already completed.

### **Appropriate Attire**

We recommend closed-toe, rubber-soled sneakers or tennis shoes to ensure safety on the playground and in the classroom. Some camps may require closed-toe shoes.

Please dress your child appropriately for the weather. We use the playground during breaks, weather permitting, and some camps may conduct camp activities outside.

### **Arrivals**

Enter through the purple doors (group entrance) facing the parking lot. Staff will direct you to your child's classroom for sign-in. Campers may be dropped off no earlier than 8:45 am unless participating in Before Camp Care.

### **Before Care**

Before camp care is available from 8-9am, and is 5\$ per child, per day.

Check in at the purple doors (group entrance) facing the parking lot.

Note: There is a separate charge for After Care.

Advance registration is available on the Explora website using your existing login for camp registrations. Drop-in registration is also available; please bring cash payment or call 505-224-8341 to make a payment. Call 505-224-8341 or email [reservations@explora.us](mailto:reservations@explora.us) for more information.

## Cancelation Policy

Camps that do not meet minimum enrollment requirements may be canceled. If Explora cancels a camp session, a full refund will be provided. Also, see **Refund Policy** for a cancelation made by the camper/family.

## Daily Schedule

<i>Winter Break Camp</i>	<i>Spring Break Camp</i>	<i>Summer Camps</i>	<i>Pre-K Camps (all seasons)</i>
Before Care is available at 8-9am for all camps.			
9am-4pm	9am-4pm	9am-12pm Morning session 1-4pm Afternoon session Campers staying a full day have a supervised lunch break from 12-1pm.	9am-12pm
Each camp is a single day program.  Campers can attend one or all days to fit their other plans during the break.	Each camp is a single day program.  Campers can attend one or all days to fit their other plans during the break.	Each camp is one week, Monday through Friday, morning or afternoon.  Campers can attend morning, afternoon, or both morning and afternoon sessions for a full day experience.	During winter and spring camps, the Pre-K sessions are single day, half-day programs. Attend one or several. Summer Pre-K programs are week-long half-day sessions.
After Care is available 4-5:30pm for all camps kindergarten and older.			

## Departures

For pick-up, if your child is not enrolled in After Care, enter through the purple doors (group entrance) facing the parking lot. Staff will direct you to your child's classroom for sign-out. If you need to pick-up at an unusual time, enter through the main entrance.

Let the front desk staff know you are there for camp pick-up. Anyone picking up a child must provide a photo ID for verification.

Explora will only release your child to one of the people you listed during camp registration. Please let camp staff know during drop off sign-in if a change to the names listed is needed. Please do not take your child off-site at any time without informing the camp staff. Campers must be picked up no later than 4:15 unless participating in After Camp Care.

## Financial Aid

Financial assistance may be available for your child to attend camp at Explora. Please call Reservations at [505-224-8341](tel:505-224-8341) for more information.

Help send a child to camp! If you'd like to make a donation to help students in need access summer learning opportunities, please call 224-8322 or donate through the Explora website.

### **ICE – In Case of Emergency**

If you need to reach us due to an emergency during the camp day, please call the main Explora number: 505-224-8300.

### **Lunch**

If your camper stays all day, please provide her/him with a **peanut-free** sack lunch and a drink. Storage for lunches is non-refrigerated. Weather permitting, students will eat lunch on the outside patio. Campers are supervised during lunch break; they have time to play on the playground and/or explore museum exhibits as a group during the break.

For the safety of all our campers, please keep all lunches you provide **peanut-free**.

If you are planning on taking your child off-site for lunch, you will need to sign your child out before leaving and sign him/her back in upon your return.

### **Personal Belongings**

Each camp day is packed full of activities to keep your child engaged. We ask that electronics like portable video games, iPods, cell phones, etc. are not used during camp. Explora is not responsible for damage to or the loss of personal belongings. If there is an exception based on the camp program, you will be notified. If you are unsure about bringing an item to camp, please call the Camp Coordinator at 505-224-8381.

### **Questions**

If you have questions about reservations or cancellations, please call 505-224-8341 or email [reservations@explora.us](mailto:reservations@explora.us). For other questions about camp, please contact the Camp Coordinator at 505-224-8381 or [campcoordinator@explora.us](mailto:campcoordinator@explora.us)

### **Refund Policy**

If notice of your cancellation is received at least 5 business days before the first class, a refund will be issued for the amount paid minus a 15% administration fee. Cancellations received fewer than 5 business days before the first class will not be refunded. If you have questions or cancellations, please contact Explora reservations at 505-224-8341.

To ensure a rich learning experience for everyone, Explora reserves the right to deny continued participation due to disruptive and/or unruly behavior. In the rare instance when this occurs, there will be no refund issued.

### **Snacks**

There are supervised morning and afternoon breaks. Please provide your child with a **peanut-free** snack for each: (1 snack for half-day session; 2 snacks (morning & afternoon) for full-days). For After Camp Care, please pack an additional snack. Lemonade and water is provided during breaks. Weather permitting, breaks will take place on the playground.

### **Supervision**

Campers are supervised by staff at all times. For your child's safety, camp policy requires each camper be signed IN & OUT each day by an authorized adult with photo ID.

**Well-Being**

We want your camper to have a positive, rewarding experience. Please contact the Camp Coordinator at 505-224-8381 to share any medical, psychological, or behavioral conditions as well as any allergies or special needs that we should be aware of.