



## Summer Camp FAQs

**Q: Who do I contact if I have questions about PenMet Parks summer camps?**

A: You can contact PenMet Parks at 253-858-3400 or [Recreation@penmetparks.org](mailto:Recreation@penmetparks.org) for all questions regarding summer camps or other recreation programs.

**Q: How do I know if a spot is available for my child on the waitlist?**

A: Occasionally a spot will open up from a camp if another participant withdraws. If a spot is available for your child in a program, then a PenMet Parks staff member will reach out via email or by phone to notify you of the available spot. Once you have been notified of the available spot then you will have 24 hours to respond.

**Q: If I sign my child up for the waitlist and a spot opens for my child, do I automatically get charged?**

A: No, PenMet Parks staff will notify you of the available spot and reach out to you to confirm that you are still interested in the camp. Payment will be processed over the phone once you have confirmed that you would like to enroll.

**Q: Does PenMet Parks offer scholarships for camps?**

A: Yes, PenMet Parks offers scholarships for children within the PenMet Parks District that qualify for school free or reduced lunch. Learn more about our scholarships at: <https://penmetparks.org/scholarships/>

**Q: Does PenMet Parks offer payment plans for camps?**

A: Yes, PenMet Parks offers flexible payment plan options for all recreation programs. Contact 253-858-3400 or [Recreation@penmetparks.org](mailto:Recreation@penmetparks.org) to set up a payment plan.

**Q: Will I receive a welcome email about my camp?**

A: Yes, PenMet Parks sends a welcome email for all programs 5-7 days before the start of the program.

**Q: What is the cancellation policy for camps?**

A: All refund requests or registration alternations must be made at least 7 days prior to the start of the course to receive a full refund. Refund requests received between 2-7 days prior to the start of the course will be issued a 50% refund. Refund requests made within 48 hours of the scheduled program start date will not receive a refund.

7+ Days - Full refund

2-7 days - 50% refund

0-2 days - 0% Refund

**Q: How do I let PenMet Parks know about my child's allergies or medical information?**

A: PenMet Parks uses an online system for parents and guardians to submit camper paperwork and required forms. ePACT is a HIPPA-compliant emergency management software that stores allergy/medical information, emergency contacts, and authorized pick-up information.

**Q: What should my child bring to camp?**

A: If your child is signed up for a half-day camp then you should send your child with a snack and a water bottle. If your child is signed up for a full-day camp then you should send your child with two snacks, a sack lunch, and a water bottle. Please leave any toys or electronics at home.

**Q: What should my child wear to camp?**

A: Your child should wear comfortable clothing and closed-toed shoes. Parents should always send their child with a jacket in case of rain. If your child is attending a craft-based camp, then please have your child wear clothing that can get messy.

**Q: How does PenMet make sure that only approved people can pick up my child from camp?**

A: PenMet Parks uses an online system for parents and guardians to submit camper paperwork and required forms. ePACT is a HIPPA-compliant emergency management software that stores allergy/medical information, emergency contacts, and authorized pick-up information. Parents can provide information for adults that are approved to pick up their child (grandparents, nannies, aunts/uncles, etc.). PenMet Parks Staff check a photo ID upon check-out for each child. Parents can upload a photo of emergency contacts directly to ePACT to use as a photo ID.

**Q: Does PenMet Parks perform background checks for its camp staff?**

A: Yes, all PenMet Parks employees and contracted program providers are background checked.

**Q: Are PenMet Parks camp staff First Aid/CPR certified?**

A: Yes, PenMet Parks has a minimum of one First Aid/CPR certified staff member onsite for all youth programs. This is one of many trainings we provide camp counselors and directors including heat exposure, appropriate staff and camper behavior, child abuse prevention, and specific procedures for supervision.

**Q: What are PenMet Parks' staff-to-participant ratios?**

A: For the safety for our campers, PenMet Parks maintains a high-quality level for staff-to-participant ratios for youth programs and camps. PenMet Parks meets or exceeds the American Camp Association's (ACA) recommended staff-to-participant ratios for day camps. Our minimum ratio is:

- Preschool Camps (3.5yo-5yo) - 1 staff for every 6 campers
- School-Age Camps (5+yo) - 1 staff for every 7 campers