

Camp Clarita FAQ's (Frequently Asked Questions)

- **What is the staff to camper ratios for Camp Clarita?**

The Camp Clarita ratios are as follows:

Wee and Little Folks Camp – 1 staff for every 8 campers

Ranger and Explorer Camp – 1 staff for every 10 campers

- **What are the Camp Clarita COVID guidelines and protocols?**

To review current COVID-19 related guidelines and safety protocols, please review the Parent Handbook located on the Parent's Corner tab.

- **What deposit is required for the payment plan and when is the balance due?**

Ranger/Explorer - You may take advantage of our payment plan if you register at least two weeks in advance by paying a \$30 non-refundable deposit per child for each week at the time of registration. Registrations made within two weeks of the start of the week/session must be paid in full at the time of registration. For those participating in the payment plan, the balance will be due two weeks prior to the start of the week. Payee is responsible to sign into their Rec1 account or follow the secure link that will be emailed out to make the payment. If payment is not received by the due date, the deposit will be forfeited and your spot made available to others. Wee and Little Folks campers must pay in full for each week at the time of registration.

Credit/debit cards will be charged on the following dates based upon the registration selection:

1st Week Due: 5/31

4th Week Due: 6/21

7th Week Due: 7/12

2nd Week Due: 6/7

5th Week Due: 6/28

8th Week Due: 7/19

3rd Week Due: 6/14

6th Week Due: 7/5

- **Can I select days other than the 2 and 3 day options listed to accommodate my schedule?**

The enrollment options listed for each program are set and a daily enrollment option is not available. Camp Clarita's scheduling of staff based upon staff to camper ratio does not enable us to alter enrollment on a day by day basis. In addition, campers may not attend camp on days they are not enrolled.

- **Is a sibling discount available?**

A sibling discount is not available for Camp Clarita as fees are determined on a per child basis.

- **Are scholarships or financial assistance offered for Camp Clarita?**

The City's SCORE (Santa Clarita's Opportunity for a Recreational Experience) program offers scholarships that can be used towards participation in any Recreation program. For more information about SCORE or to apply, please visit santa-clarita.com/score.

The City does not accept reimbursement for Camp Clarita from outside agencies such as the Child Care Resource Center (CCRC).

- **How can I add additional people authorized to pick up my child(ren)?**

If you wish to add an additional person to the authorized pick up list on your child's Health History form, you must do so in person by submitting it in writing to the Camp Director. No emails or authorization by telephone will be accepted as we cannot confirm your identity.

- **Do I have to provide Immunizations Records for my child to participate?**

No, immunization records are not required for participation in City Programs. The State of California Education Code does provide for records of immunization to be provided prior to enrollment unless there is a valid exemption. The City of Santa Clarita does not operate licensed child care facilities or programs that fall under the State of California's Educational Code. As the City is not regulated by the Education Code, copies of immunization records are not required for participation in any Parks, Recreation, or Community Services program. Nonetheless, the City does have established policies, procedures, and protocols established for City programs, including making parents aware of contagious diseases known/reported. Specific to school enrollment, you are encouraged to check with your local school district to obtain their policies related to required immunizations.

For additional information on immunizations, please visit the California Department of Public Health at <http://www.cdph.ca.gov/programs/immunize/pages/default.aspx>

- **What does my child need to bring to camp?**

All campers must bring a lunch to camp daily, unless otherwise noted. Lunches need to be in a paper bag or nylon foldable lunch bag, and must be clearly labeled with your child's name. Lunches **should not** contain perishable foods, such as tuna fish or sandwiches with mayonnaise as we are not able to refrigerate them. It's recommended that fruit juices, water, and other liquids be frozen the night before to keep cold. **Please do not send lunches in Igloos or coolers.**

Additional things to bring to camp include:

- Reusable water bottle
- Extra snacks.
- Closed-toe shoes. For safety purposes, we do not allow campers to wear sandals or open-toe shoes.
- Children participating in Ranger and Explorer Camp should also bring a swimsuit, sunscreen, and towel each day. For campers in need of life jackets during swim time, we recommend that parents provide a Coast Guard approved device as the pools at each park site have a limited quantity. **Please remember to clearly mark all of your child's belongings with his/her name.**

- **When do campers wear their T-shirts? How can I get additional shirts?**

Campers enrolled in Wee Folks, Little Folks, Ranger, and Explorer Camp are required to wear a camp T-shirt daily. **No exceptions!** Camp T-shirts cost \$8 and are currently available for purchase online at campclarita.com. Each child will receive one free T-shirt per paid enrollment regardless of how many weeks/sessions they are enrolled. They will receive the free T-shirt on their first day of camp.

T-shirts purchased online can be picked up on the camper's first day of camp. You must show a copy of your original receipt when picking up T-shirts. Camp T-shirts will be available for purchase at your camp site once camp begins (check only). Please make your check payable to 'City of Santa Clarita'. **No cash will be accepted at the park sites.**

- **Do campers swim daily?**

Pools are located at each of the Ranger and Explorer camp sites; therefore, campers have the option of swimming daily. For those who do not wish to swim, low energy activities such as board games and crafts will be offered inside the community room.

- **My child is going to miss a few days of camp, can those days be made up?**

Campers may not attend camp on days they are not enrolled nor are make-ups available for days missed at camp. If your child is enrolled in the M/T/W or Th/F option, they may not attend camp on any other day. A refund will not be issued for days missed in a week or session.

- **My child is currently enrolled in Camp, how can I add additional weeks?**

Registration for each week of camp closes the **Wednesday** prior to the start of the camp at **5:00 p.m.** We will not be able to process any additional registration requests after this time. If you are **currently** enrolled in Camp Clarita and would like to add additional weeks, you may do so by submitting a Change Form to the Camp Clarita office prior to the registration deadline and we would be more than happy to process the request for you if space is available. Payment is due in full when registering weekly through the Camp Clarita office.

- **How do I request a refund and/or transfer?**

All requests for refunds or transfers must be submitted in writing to the Camp Clarita office by completing the [Change Form](#). Forms can be obtained at campclarita.com and submitted directly to the office through the website, or email.

- A refund will be issued when the request is received by the Camp Clarita office at least 10 business days prior to the start of the week enrolled.
- For each week refunded, a \$30* charge per child, per week is withheld
- All requests for transfers or to add additional weeks must be submitted to the Camp Clarita office no later than the **Wednesday** prior to the start of the week at 5:00 p.m. and are subject to availability.
- Refunds will not be issued after the 10 business day deadline.
- A refund will not be issued for days missed in a week and there are no make-up days.
- Campers may not attend camp on days they are not enrolled. If your child is enrolled in the M/T/W or Th/F option, they may not attend camp on any other day.
- \$30 deposit for the payment plan is non-refundable as a spot has been held for your child
- Any refund of camp fees may take up to one week after notification is received to be processed.
- After a refund has been issued, credit card refunds may take up to seven business days depending on the credit card company and checks may take up to three weeks to receive.
- If Camp Clarita has to cancel the program, a full refund will be issued for cancelled days/weeks.

- **How can I get my dependent care reimbursement care forms completed?**

All Dependent Care Reimbursement Forms must be verified and signed by the Camp Recreation Supervisor or Coordinator. In order to obtain signature and tax identification number, please submit form directly to the Camp Clarita office via email or give to the site director. Please allow one business day for processing if emailed directly to the Camp Clarita office and up to three business days for processing if given to the site director.

- **What are the qualifications of Camp Clarita staff?**

Camp Clarita Staff consists of professionals who work in a school setting during the academic year, college students, or seniors in high school and above who have a strong desire to work with children and have experience working with children in a variety of settings. We utilize an extensively trained staff to contribute to each camper's mental, physical, and social wellbeing. Each camp location will have one full time director in addition to numerous counselors who are chosen for their enthusiasm and ability to prove themselves as role models to the children in our programs. The safety of your child is at the forefront of our concerns; therefore, all Camp Clarita staff is First Aid/CPR certified, have participated in a Live Scan background check, and receive extensive training.

- **What is Live Scan?**

Live Scan is a process where digital fingerprints are submitted to The California Department of Justice for criminal history background checks.

All Camp Clarita staff have to go through this background checking process before they are allowed to work with children.

Please refer to the Camp Clarita Parent Handbook for additional information. For further questions, please contact the Camp Clarita office at (661) 250-3769.