

# Camp ArrowCreek

Parent Manual



Dear KE Camps Families,

Welcome to our camp family! Our entire KE Camps Team is looking forward to a wonderful and meaningful summer of laughter and memories that will last a lifetime. Please read through this parent manual to gain a better understanding of what to expect at camp. The information provided here is important and we hope you will take the time to read it carefully. Should you have any questions at all, please do not hesitate to contact us. We would love to hear from you.

With warmest wishes for a fantastic summer,

The KE Camps Team

## CAMPER AGES

Camp is for children ages 5 to 10. **\*\*Please note that all campers must be at least 5 years old by the first day they attend camp. Campers must also be potty trained and able to handle a full day program.**

## CAMP DATES AND TIMES

Camp is open June 17 – August 2, Monday through Friday.

**\*\*Camp will be closed on Thursday, July 4 and Friday, July 5.**

	<b>Camp Time:</b>	<b>Notes:</b>
<b>Camp Day</b>	9:00am – 3:00pm	Includes All Activities
<b>Drop-Off Window</b>	8:30am – 9:00am	
<b>Pick-Up Window</b>	3:00pm – 3:30pm	

## CAMP TUITION

	<b>Club Members</b>
<b>Weekly</b>	\$335
<b>Week of July 1</b>	\$235

There is a one-time per summer \$45 registration fee per child that includes two camp shirts.

*You must be a Club Member of The Club at ArrowCreek to enroll your child or grandchild in camp.*

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## REGISTRATIONS, CANCELLATIONS AND REFUNDS

Once a week is full, we will start a waiting list and will let you know should a space open up. Full payment is due upon registration. There is also a one-time Non-Refundable registration fee of \$45, which includes two camp shirts. We

accept ACH payments and Visa, MasterCard, American Express, and Discover Card. We encourage all families to pay via ACH as all credit card transactions will be subject to a 2.75% surcharge to offset the cost of credit card processing.

ALL requests for cancellations or changes must be informed in writing via email to [info@kecamps.com](mailto:info@kecamps.com). Cancellations made by March 1, 2024 will be refunded in full (less the registration fee and credit card surcharge (if applicable)). If you do not submit it in writing by March 1, 2024, you will be responsible for all fees as space is limited.

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### **CAMPER ENROLLMENT FORM AND HEALTH HISTORY FORM**

You will be prompted to complete a Camper Information Form and Health History Form when you register online. Please make sure you fill in all the necessary information at the time you enroll. We must have all of your forms filled out in order for your child to attend camp. If you have any trouble accessing the online registration and health form, please contact us at 877-671-2267 and we will be more than happy to walk you through the online system or provide you with a hard-copy version of the forms.

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### **ADDRESS FOR CAMP, ARRIVAL AND PICK UP PROCEDURES**

The Club at ArrowCreek is located at 2905 ArrowCreek Parkway, Reno, NV 89511. Details regarding the drop-off and pick-up locations will be emailed to you a few days before each week of camp begins.

Parents (or the authorized guardian listed on the enrollment form) must check-in and check-out their children to camp. For their safety, children are not allowed to be dropped off, or check themselves in or out. If you would like to pick up your child before normal camp dismissal, please inform the camp director, so that we can have your child ready to depart on time.

If your child is scheduled to participate in other activities hosted by the Club, but separate from Camp ArrowCreek (i.e.: Swim Team Practice, Private Lesson, etc.), and it can be arranged for the KE Camps Staff to transport your child to and from those activities, please know that our staff members are not responsible for or able to stay with your child during those times.

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### **WHAT TO PACK**

Camp shirts must be worn each day at camp. Two shirts are included with your registration and will be shipped to your home about 10 days after you enroll (and no sooner than March 1<sup>st</sup>). Additional shirts and other logo'd items are available for purchase at any time. Campers should dress in comfortable shorts, the official camp shirt and sneakers each day. The following items should be brought to camp each day in a backpack:

- Hat or Cap
- Water Bottle
- Sunscreen (spray preferred)
- Bug Spray
- Swimsuit
- Floatation Device (for non-swimmers)
- Swim Goggles
- Lunch
- Snacks
- Golf Clubs (optional)

On certain days of the summer there may be a special theme or event that might require you to pack something extra such as a plain white t-shirt for tie-dying or a fun hat for a crazy hat day. Your director will let you know the first day of every week what the week's schedule includes so that you and your camper can be prepared! **Also, be on the**

**lookout for a pre-camp welcome email about 5 days before the start of each camp week...this email will include important reminders.**

Please remember that KE Camps is not responsible for any items brought to camp. All lost items or left items will be returned to their owners. If items are not labeled and we cannot locate the owner, the items will be donated at the end of the summer. Please make sure to label all belongings.

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### **WHAT “NOT” TO PACK**

Expensive jewelry, electronic games/music players or items with sentimental value, cigarettes and e-cigarettes are strictly prohibited. Please note that if you choose to send your child to camp with a cell phone, we will ask that he or she keep the phone in his or her backpack throughout the entire camp day as electronics of any kind are not allowed at camp.

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### **LUNCH AND SNACKS**

Please pack a lunch in a cooler or backpack. The club will provide campers with an afternoon snack.

It is the policy of KE Camps not to permit campers to purchase additional lunch, snack, or beverage items from the club's snack bar during the camp day. If there are exceptions to this policy at your particular camp, your camp director will let you know or you are welcome to contact the KE Camps office any time. We appreciate your cooperation regarding this, as we understand your child may be used to making these sorts of purchases when spending time at the club outside of camp.

Please note that we are a “Nut Aware” camp. We ask that you do not send your child with any food that contains nuts. **PLEASE MAKE SURE TO INFORM US IF YOUR CHILD HAS ANY FOOD ALLERGIES OR DIETARY RESTRICTIONS.**

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### **CAMPER EXPECTATIONS**

Parents, please discuss the following Camp Rules with your child before the start of the camp season.

1. Stay with your group and listen to your counselors at all times.
  2. Be courteous with the words you use. Inappropriate language will not be tolerated.
  3. Keep your hands and feet to yourself at all times. Physical abuse of any kind (including hitting, kicking, biting, etc.) may lead to immediate dismissal from camp.
  4. Be respectful of others’ belongings. Do not take anything that is not yours.
  5. Respect your environment by throwing out all trash, and returning equipment to its proper place after use.
  6. Always follow the Golden Rule – treat others as you wish to be treated.
  7. Laugh and smile every day.
  8. You are at camp to have a fun, safe and exciting time, make new friends, try new activities, and feel great about yourself.
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### **DISCIPLINE**

Camp is a place for fun, friends, growth and memories. It is not a place for poor behavior. Any behavior that detracts from the positive experience your fellow campers are having may lead to consequences including dismissal from camp.

KE Camps reserves the right to dismiss any camper for inappropriate or unsafe behavior. The camp director will always make an effort to discuss and resolve any issues with a camper with their parent(s) or guardian(s). If a problem persists and cannot be corrected, the decision to dismiss a camper will be made by the camp director in consultation with management. No refunds will be given for children who are dismissed from camp.

## THE CAMP STAFF

Our camp staff members are excited to enjoy camp with your child this summer! Most often, they are teachers, educators, coaches and college students usually majoring in education or other related fields. Each camp has a camp director and general counselors. All staff members are CPR and First Aid certified and have undergone a thorough hiring process including background and reference checks. They attend orientation with KE Camps and adhere to our strict code of ethics. Should there ever be an issue with a staff member, please do not hesitate to contact us immediately and we will work to resolve it. Positive feedback is always welcome as well.

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## SUNSCREEN

KE Camps feels strongly about the inherent dangers of exposure to the sun. We ask that all campers arrive at camp with a layer of sunscreen already applied. Please make sure to pack sunscreen spray for your child and we will reapply it throughout the day. You may also pack a cream sunscreen or face stick for use on your child's face.

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## SWIMMING

There will be a daily free swim period each day. All campers will be given a swim test on their first day of camp. *Should you already know that your child is a Non-Swimmer or you prefer your child be classified as a Non-Swimmer, please give this information to your Camp Director so that your child can skip the swim test.* Based on their swim test, the Club Lifeguards along with our staff will classify your child into 1 of 3 swim categories: Bogey, Birdie or Eagle. All Bogeys will wear an Orange Wristband and will be limited to the Kiddie Pool (with or without a flotation device) or the Shallow End with a flotation device. All Birdies will wear a Yellow Wristband and will be limited to the Shallow End. All Eagles will wear a Green Wristband and will have access to both the Shallow and Deep Ends. The pool will be lifeguarded at all times by club lifeguards. Our staff members are all CPR and First-Aid certified and will be supervising swim time as well. One of our staff members will remain on the pool deck while the other staff members swim in the water with the campers. If you would like to obtain more information about what our swim tests entail, please visit our website (<http://www.kecamps.com/aquatics-policy>) or call our office for those details.

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## ILLNESS AND EMERGENCY PROCEDURES

A camper with symptoms of illness should be monitored at home for at least 24 hours before returning to camp fever-free and symptom-free.

In the event of a minor accident, our staff will administer First Aid and notify you at pick-up. If a child is injured or becomes ill during the camp day, you will be contacted right away. If the illness or injury is significant to the extent that your child can no longer participate in camp activities, you will be notified immediately and asked to pick up your child.

In the unlikely event that an injury or illness requires emergency care, you will be notified immediately. The director will contact 911, and paramedics will transport your child with an accompanying staff member to an emergency care facility. Parents or the designated guardian will be responsible for any medical fees incurred.

We strongly encourage you to administer any regular medication your child takes at home. However, if it is the case that your child *must* receive a dose of his or her medication during camp hours, please bring the medication in its original labeled container and hand it directly to the camp director. Please complete the **Authorization to Administer Medication Form**, which can be found during the online registration process. ***\*\*This form should also be completed for any camper who will be carrying an Epi-Pen and/or Inhaler.\*\****

In the case of severe weather, KE Camps reserves the right to cancel any activities that may endanger our campers.

## COMMUNICATION

You will receive a welcome email about one month before the camp season begins with detailed information on what to expect at camp. In addition, you will receive a weekly informational email a few days before each week of camp begins with helpful reminders.

During the summer, should you need to contact your camp director during the camp day, please call the KE Camps Office at 877-671-2267 and we will relay the message to him or her and have him or her return your call.

Your camp director will share tidbits and anecdotes about your child's day at pick-up time. Should you need more information or have questions about your child's camp experience, please feel free to chat with your camp director at drop-off and/or pick-up time!

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## CUSTOMER SERVICE AND QUESTIONS

Our number one goal is to ensure that all of our campers, parents and families' experiences are the best that they can be. We want to exceed all of your expectations and provide you with any help that you need. Please do not hesitate to contact us at your convenience by phone at 877-671-2267 or by email at [info@kecamps.com](mailto:info@kecamps.com).

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