

FREQUENTLY ASKED QUESTIONS

Summer Day Camp 2019

If my child does not attend a day I registered for, can I get a credit/refund?

-As is typical with most day camps and day care situations, we are unable to offer refunds once a child is registered for the Summer Day Camp program unless you notify us within 24 hours. There will be no refunds given for Field Trip Days

Why can't I register my second or third child online for the family rate?

-The online registration system does not have the capability to adjust payment for multiple children.

Can I register my child AFTER I pick them up?

- Registration for all programs at The Community House MUST be completed before attending that program, and children may not be dropped off without being registered.

What if I forgot to pack my child a lunch? Do you have extra food available?

-We will only be able to provide a small snack (i.e. chips, fruit snacks) for your child in the event that a lunch is not provided.

On swimming days, should my child wear their swimsuit or bring it along in a backpack?

-Your child is welcome to wear a swimsuit under their clothes, or they can bring it along as changing stations will be available at the pool.

What do you do if there is bad weather on a field trip day?

-In the case of bad weather, we will have alternate plans provided and will provide parents with the details prior to that day.

What should my child wear to camp?

-The proper attire for most camp days are summer attire (shorts, t-shirt or tank top) and most importantly, GYM SHOES (no sandals, please)!

Do I need to provide extra spending money for my child on field trip days?

-It is the parent's discretion to provide their child with extra spending money, though not necessary, and it is the child's responsibility to keep track of that money.

What does a typical camp day look like?

-Camp days vary depending on which day (pool days, field trip days, etc.), but a typical day would include indoor/outdoor games, craft projects, cooking projects, trips to the park, and more!

If an emergency arises and I need to sign my child up for after care for the day, can I do that when I come to pick them up?

-As stated above, registration **MUST** be completed before the child attends the camp for that day; however, if an emergency arises, we ask that you please contact The Community House at 630-323-7500. Ext. 247

If the field trip day has the maximum number registered, is there alternate care available for my child?

-Alternate care will not be provided should the maximum count be reached on a field trip day.