



## 2023 SUMMER CAMPS – FAQs

### Q1. Where will the summer camps be held?

- A. ALL Summer Camps will be held at our **COUGAR RIDGE** location with access from Cougar Ridge, at **Big Steps Academy** (BSA).

### Q2. What are the hours for the summer camps?

- A. All camps run from **8:00 am – 5:00 pm**, Monday to Friday.

Scheduled activities will generally occur between 9 AM and 4 PM. We recommend drop-off before 9 AM and pick-up any time after 4 PM. Should the children need to arrive by a specific time due to a pre-planned field trip or a classroom visitor, Steps Academy will issue plenty of notice to consider your schedule.

### Q3. Do I need to provide a snacks or meals for my child during camps?

- A. No, Steps Academy will provide morning and afternoon snacks of fresh fruits/veggies, grains and a protein. We will also provide a full lunch as well.

If your child has specific dietary needs, please indicate this when you complete your Parent Package for your child. In extreme cases, if we cannot meet your child's dietary needs, we ask that you please provide daily snacks and meals for your child.

### Q4. Will there be any additional costs for materials or supplies for the camps aside from the costs already noted in the camps flyer?

- A. Not at all! Steps Academy SUMMER CAMPS are all inclusive; all meals, materials, program supplies and bus transportation are covered within the fee for each camp.

### Q5. We know that all camp supplies and materials are provided, but is there anything else we should send with our child to camp?

- A. Steps Academy will require each child to bring a supply of sunscreen, sunhat/cap, refillable water bottle and a **full** change of season-appropriate clothing in a backpack. Be sure all sunscreen does not contain any nut oils/extracts/essence as that would be prohibited from use at FSA. *Please ensure every article and every piece of clothing brought to camp is clearly labeled (e.g. water bottles, back packs, clothing, hats, etc.).*
- B. We ask that if you would like your child to participate in outdoor water activities that you send them with a swimsuit and towel every day, as well.

- C. In addition, to prevent loss or damage, we ask that ALL PERSONAL BELONGINGS that are not a required day-to-day necessity, be left at home. This includes toys, stuffies, phones/iPads/tablets or any other gaming devices.

**Q6. What is the **cancellation policy** for these summer programs? If I register my child for several different weeks and discover later that I won't need one of them, do I get a refund?**

- A. Steps Academy understands that things happen from time to time and do our best to accommodate families as much as possible. However, supplies/field trips/special instructors, etc. need to be paid for and/or booked long in advance (with costs often based on the number of participants).

Camps canceled two weeks prior to (but at least one week before) the camp start date will be refunded 50%.

Any camp canceled less than seven days prior to the start date will not be refunded or credited any paid camp fees.

***Thank you very much for your cooperation in helping to make the Steps Academy 2023 SUMMER CAMPS another wonderful success!***

***Hope to see you this summer!***

***The Management & Staff @ Steps Academy***