

# Explora Camps - Frequently Asked Questions

Last revision 8/2019

Thank you for considering the learning and discovery experience at Explora for your child. General information about Explora camps is provided below, organized alphabetically by topic. If you have additional questions or need more information, please contact our Camp Coordinator at 505-224-8381 or

[campcoordinator@explora.us](mailto:campcoordinator@explora.us).



## Absences

Please notify the Camp Coordinator at 505-224-8381 if your child will be absent on a day for which he/she is registered for camp. Missed days cannot be made up by attending a different camp session/day; refunds are not available.

## After Camp Care

After Camp Care is available from 4-5:30pm, and is \$5 per child, per day.

Pick up your child by checking in at the main entrance front desk. Anyone picking up a child must provide a photo ID for verification.. Only contacts listed as authorized adults may pick up the camper. The front desk staff will direct you to the camp room. Advance registration is available on the Explora website using your existing login for camp registrations. Drop-in registration is also available and can be paid at pick-up time with cash or card. Call 505-224-8381 or email [reservations@explora.us](mailto:reservations@explora.us) for more information. Note: In addition to After Care, if you also want Before Care, there is a separate signup and charge for it. See "Before Care" below.

## Age or Grade Groups

Camp curriculum is designed to ensure appropriate educational and developmental content for the age or grade groups specified. Winter and Spring Camp grade levels refer to the grade in which your child is currently enrolled. Summer Camp grade levels refer to the highest grade level your child has already completed.

## Appropriate Attire

We recommend closed-toe, rubber-soled sneakers or tennis shoes to ensure safety on the playground and in the classroom. Some camps may require closed-toe shoes. Please dress your child appropriately for the weather. We use the playground during breaks, weather permitting, and some camps may conduct camp activities outside. Camp staff is unable to provide sunscreen or insect repellent, please send the proper provisions for your camper.

## Arrivals

Enter through the purple doors (group entrance) which face the parking lot just left of the main entrance. Staff will direct you to your child's classroom to sign in. Campers may be dropped off no earlier than 8:45am unless participating in Before Camp Care. Afternoon campers may be dropped off no earlier than 12:45pm.

## Before Care

Before Camp Care is available from 8-9am, and is \$5 per child, per day.

Check in at the purple doors (group entrance) which face the parking lot just left of the main entrance. Advance registration is available on the Explora website using your existing login for camp registrations. Drop-in registration is also available and can be paid at drop off time with cash or card. Call 505-224-8341 or email [reservations@explora.us](mailto:reservations@explora.us) for more information. Note: In addition to Before Care, if you also want After Care, there is a separate signup and

charge for it. See "After Care" above.

### Best Practices

To ensure a rich learning experience for everyone, Explora conducts its camps using the following set of best practices: Be Safe, Be Kind, and Be Curious. Specific best practices are discussed during each camp session. We reserve the right to deny continued participation due to behavior that is not in alignment with our best practices. In the rare instance when this occurs, there will be no refund issued. If you feel that additional guidance or support regarding the best practices would be helpful, please contact Explora's Camp Manager at 505-224-8381.

### Cancellation Policy

Camps that do not meet minimum enrollment requirements may be canceled. If Explora cancels a camp session, a full refund will be provided. Also, see Refund Policy for a cancellation made by the camper/family.

### Daily Schedule

<b>Winter Break Camp</b>	<b>Spring Break Camp</b>	<b>Summer Camps</b>	<b>Pre-K Camps (all seasons)</b>
Before Care is available 8-9am for all full-day or morning session camps.			
9am-4pm	9am-4pm	9am-12pm Morning session 1-4pm Afternoon session Campers staying a full day have a supervised lunch break from 12-1pm.	9am-12pm
Each camp is a single-day program.  Campers can attend one or all days to fit their other plans during the break.	Each camp is a single-day program.  Campers can attend one or all days to fit their other plans during the break.	Each camp is one week, Monday through Friday, morning or afternoon.  Campers can attend morning, afternoon, or both morning and afternoon sessions for a full day experience.	During winter and spring camps, the Pre-K sessions are single-day, half-day programs. Attend one or several.  Summer Pre-K programs are week-long half-day sessions.
After Care is available 4-5:30pm for all full-day or afternoon camps.			

### Departures(Picking up your child)

Anyone picking up a child must provide a photo ID for verification. Explora will only release your child to one of the people you listed during camp registration. Please let camp staff know during drop off sign-in if a change to the names listed is needed.

For pick-up, if your child is not enrolled in After Care, enter through the purple doors (group entrance) which faces the parking lot to the left of the main entrance. If you need to pick up your

child at an unusual time, enter through the main entrance. Let the front desk staff know you are there for camp pick-up. Staff will direct you to your child's classroom for sign-out.

Please do not take your child offsite at any time without informing the camp staff. Campers must be picked up no later than 4:15 unless participating in After Camp Care.

### **Dropping off (See arrivals)**

### **ICE – In Case of Emergency**

If you need to reach us due to an emergency during the camp day, please call the main Explora number: 505-224-8300.

### **Lunch**

If your camper stays all day, please provide her/him with a peanut-free sack lunch and a drink. Storage for lunches is non-refrigerated. Weather permitting, students will eat lunch on the outside patio. Campers are supervised during lunch break; they have time to play on the playground and/or explore museum exhibits as a group during the break.

For the safety of all our campers, please keep all lunches you provide peanut-free.

If you are planning on taking your child offsite for lunch, you will need to bring your ID and sign your child out before leaving and sign him/her back in upon your return.

### **Personal Belongings**

Each camp day is packed full of activities to keep your child engaged. We ask that electronics like portable video games, iPods, cell phones, etc. are not used during camp. If there is an exception based on the camp program, you will be notified. Explora is not responsible for damage to or the loss of personal belongings. If you are unsure about bringing an item to camp, please call the Camp Manager at 505-224-8381.

### **Picking up (see Departures)**

### **Questions**

If you have questions about reservations or cancellations, please call 505-224-8341 or email [reservations@explora.us](mailto:reservations@explora.us). For other questions about camp, please contact the Camp Manager at 505-224-8381 or [campcoordinator@explora.us](mailto:campcoordinator@explora.us).

### **Refund Policy**

If a cancellation is received more than 5 business days before the first class, a refund will be issued for the amount paid minus a 15% administration fee. Cancellations received 5 business days or fewer before the first class will not be refunded. If you have questions or cancellations, please contact Explora reservations at 505-224-8341.

To ensure a rich learning experience for everyone, Explora reserves the right to deny continued participation due to disruptive and/or unruly behavior. In the rare instance when this occurs, there will be no refund issued.

### **Snacks**

There are supervised morning and afternoon breaks. Please provide your child with a peanut-free snack for each: 1 snack for half-day session; 2 snacks (morning & afternoon) for full-days. Storage for snacks is non-refrigerated. For After Camp Care, please pack an additional snack.

Cold water is provided for refills during breaks. Weather permitting, breaks will take place on the playground.

### **Supervision**

Campers are supervised by staff at all times. For your child's safety, camp policy requires each camper be signed IN & OUT each day by an authorized adult with photo ID. Please do not take your child off-site at any time without informing the camp staff.

### **Well-Being**

We want your camper to have a positive, rewarding experience. Please contact the Camp Coordinator at 505-224-8381 to share any medical, psychological, or behavioral conditions as well as any allergies or special needs that we should be aware of to ensure a positive experience for your child. If you provided this information while registering, you do not need to call unless there is additional or clarifying information that you would like to share.