

# Summer Camp Policies & Operations

## Future Stars Summer Camps, Southampton Location

### Enrollment

Parents and guardians may enroll their campers by the week. We do not offer daily enrollment or rates. If a parent only wants to send their campers to camp for certain days during a week, the camp tuition will not be prorated.

### Late Enrollment & Walk-Ins

Parents and guardians should register their campers at least one week in advance. The latest that a parent or guardian can enroll their camper at Future Stars is the Friday prior to the anticipated camp week at 12:00 p.m. (noon). Any registrations made after this deadline will incur a \$100 late charge. If there are multiple campers in your family, each camper will have a \$100 late charge added to their bill.

You should never send your child to camp without prior registration. All of our programs have had to cap at some point, and we cannot guarantee that there will be a space available if your camper is brought to the facility on Monday morning without official registration. Our directors and staff prepare for each camp week in advance and too many walk-ins and late additions can negatively impact the organization of the program and the overall experience that our campers will have.

It is the parent's or guardian's responsibility to be aware of the weeks and programs that their campers are enrolled in. If you forgot what you signed your camper up for, you should send an email to [info@futurestarsouthampton.com](mailto:info@futurestarsouthampton.com).

### Cancellations

If a parent or guardian cancels anything before April 1, we can issue a refund for anything canceled, minus a \$150 cancellation fee. On April 1, any outstanding balances will be immediately charged.

After April 1, we cannot issue any refunds. This includes anyone who signs up after April 1. However, we can issue a credit to the account. This credit does not expire. It will be issued as a monetary value for the amount paid for the canceled camp week. Credits do not come in the form of camp weeks. Anyone associated with the family account can use the credit.

Please note that cancellations made may impact any discounts that were applied.

Credits cannot be used towards any activities or events at our facility (private lessons, open court time, clinics, pro shop items, et cetera). Credits can only be used towards camp-related purchases.

### Half-Days

If your camper is only able to come to Future Stars for part of the day, you are free to send your camper for the times that work for you. However, please be aware that we do not offer discounts and camp tuition will not be prorated if you choose to send your camper to Future Stars for a partial day of camp.

We can offer a reduced rate for an early dismissal in our Tennis program only. Instead of 4:00 p.m. pick-up, you can pick your camper up at 2:00 p.m. for a reduced rate. Please see the registration form for more details.

If you are planning on sending your camper to camp for a time that is not the scheduled camp hours, please let the main office know so that your camper is ready for pick-up.

### Make-Up Days

Make-up days will not be provided in the event of an absence.

Make-up days are only provided if your camper has had a medical issue. Parents or guardians must provide a doctor's note stating that the camper was not physically fit to participate in the missed days of camp in order to be eligible for a make-up day.

Parents and guardians should never send their camper to the facility for a make-up day without scheduling it with the main office first. Any unscheduled make-up days will incur a \$100 walk-in fee.

### Medical Forms

Parents and guardians must submit the Future Stars Health Form and a recent immunization record from the camper's doctor. Any and all allergies must be indicated on the health form. If you are leaving any medication (Epi-Pens, Benadryl, Advil, et cetera) at camp with our on-site EMT, you must provide a doctor's note clearing us to administer the drug in case of an emergency.

It is the parents' or guardians' responsibility to retrieve the medication.

### Age Requirements

The age requirements vary depending on which program you're enrolling your camper in. They are outlined below:

Tiny Stars: 1.5 – 3.5 years old

Little Stars: 3.5 – 5 years old

Explorer Camp: 8 – 16 years old

All other camp programs: 5+ years old

Anyone under 5 years old must be in either our Tiny or Little Stars program. If a camper is turning 5 years old in the middle of the summer, they should be enrolled in

Little Stars until their 5<sup>th</sup> birthday, at which time they may enroll in another camp program. They cannot switch mid-week.

#### Little Stars Requirements

Campers in Little Stars must be fully potty trained. Any camper who is not fully potty trained will be placed in our Tiny Stars program, regardless of age. Please be aware that Tiny Stars is from 9:00 a.m. – 12:00 p.m.

#### Transportation

Future Stars Southampton offers door-to-door transportation from Westhampton to Water Mill. Anyone living east of Water Mill will be picked up at the Bridgehampton Starbucks on Montauk Highway.

To register for the bus service, a parent or guardian must register their camper at least one week in advance. So, if you need bus service for the week of July 1, registration must be complete and submitted to the office by Monday, June 24 at 9:00 a.m.

We cannot register a camper for the bus after the deadline and late registrations will not be accepted. If a registration is submitted late, we cannot offer transportation for your camper.

Any changes made to the transportation schedule must be relayed to the main office via email. For example, if your camper is being picked up instead of taking the bus, if they are only taking the bus for select days, if they are only taking the bus one way, et cetera, the office must be notified directly. Please do not rely on third parties separate from the office staff to relay this important information appropriately and accurately. This includes counselors.

Transportation runs twice daily: once for 9:00 a.m. drop-off, and once for 4:00 p.m. pick-up. If a camper is in Little Stars, the camper will need to stay for the extended day program until 4:00 p.m. as there is not a bus available for the 2:00 p.m. dismissal. There is an additional charge for the extended day program.

Tiny Stars campers are too young for the bus service. Parents and guardians should arrange for proper drop-off and pick-up of Tiny Stars participants.

The cost of transportation is \$160 per week, per camper. This price is non-negotiable. If a camper is not using the whole bus service they will not be prorated. There is not a sibling/household discount available for the bus service.

The bus routes are made on a weekly schedule. Because parents can register their campers up to one week in advance, the office will not have an accurate pick-up or drop-off time for your stop until the week before you are using the bus service.

If your camper is enrolled for camp and transportation for multiple weeks out of the summer, please do not assume that the pick-up time will be the same every week. Our office will alert parents and guardians of their scheduled pick-up time no later than the Thursday before the start date of the camp week. So, if your camper is attending camp for the week of Monday, July 1, you can expect an email on Thursday, June 28.

Please be aware that as of the summer 2020 season, door-to-door service will no longer be available and we will have central stops only. We will do this to limit the amount of time that the campers are on the bus and so that we can give an accurate pick-up and drop-off time far enough in advance for parents to plan their week.

#### Changes in Schedule

Any and all changes in a camper's schedule must be made in writing via email to [info@futurestarsouthampton.com](mailto:info@futurestarsouthampton.com). If you call the office to make a change, you must also email the change to the main office. The change will not be made until an email has been sent.

#### Switching Camp Programs

Campers can switch into a different camp program as long as the office is made aware of the change as least one week in advance. The change must be submitted in writing via email. Switching camp programs does not incur a fee, but if a camper is moving to a more expensive program then the difference will be charged to the default credit card on file. If a camper is switching to a less expensive program, the difference will go as a credit on the account.

#### Security

If someone other than a parent or guardian is picking your child up from camp, you must tell the office and provide a security password. The person picking your child up must say the password and present proper identification for the camper to be released into their custody.

#### Camper Dismissal

In the rare case that a child's behavior negatively impacts a camp program, Future Stars Southampton reserves the right to terminate the camper's participation in the program. Refunds and credits will not be issued in the case of dismissal.

Future Stars staff, campers, and community members have a right to work and visit our facility or participate in our programs without physical or emotional harm. If a parent or guardian's behavior compromises that safety by physically or emotionally threatening or harming an employee, camper, or member, or otherwise creates a feeling of unrest, Future Stars reserves the right to terminate the associated camper's participation in the program, as well as the facility membership of the parent or guardian in question, along with any dependents of the household members associated with their account. Refunds and credits will not be issued.

These terms and conditions are subject to change at any time.