

Frequently Asked Questions

Future Stars Southampton

Please be aware that significant changes have been made to our summer programming policies in light of COVID-19. Our policies are non-negotiable and exist in order to protect our members and staff, and to maintain a safe and healthy environment at Future Stars. Under no circumstances will we make exceptions to our policies.

Location & Drop-Off/Pick-Up

Where are you located?

1370A Majors Path, Southampton, NY 11968

We are located about 10 minutes north of the village, at the same location as the SYS Rec Center, and next door to the recycling center.

What are the camp/clinic hours?

All Summer 2020 programs will run 9AM-12PM.

The only exception is Tennis Camp, which will run in two sessions. The AM session (ages 5-9) will run 9AM-12PM, and the PM session (ages 10+) will run 1PM-4PM.

Are parents allowed on campus?

At this time, parents will not be allowed on campus. Please drop your child/children off at the front of the facility and leave promptly. Parents must wear a face mask during drop-off and pick-up.

Can I drop my athlete off early or pick up late?

No. Our staff and cleaning crew will be working hard outside of the clinic hours to make sure that our facility is safe and clean. Please do not drop your athletes off earlier than the scheduled drop-off time, and please make sure to pick your athlete up on time.

Registration & Cancellations

How do I register for summer programming?

Registration must be completed via [the online application](#).

Can I register over the phone?

No. We are only accepting online applications at this time.

I need to cancel a week of camp. Can I receive a refund?

After the June 24 deadline, refunds will not be issued. We can, however, credit your account. The credit does not expire and can be used towards any camp-related purchases for anyone in the immediate family.

Credits are for the monetary value paid. Credits do not come in the form of camp days/weeks.

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

Please note that cancellations made may impact any discounts that were applied. Discounts do not roll over with the credit.

How do I make changes to my athlete's schedule?

All changes -- cancellations, moving weeks, etc. -- must be emailed to us so that we have receipt of the change. We always respond to confirm receipt. If you haven't received an email back, it is a good idea to follow up on the change.

Our schedule changed. Can I move a week of enrollment to another week?

Yes, as long as the office is alerted one week in advance before the impacted week begins, and as long as there is space in the program or week that you're interested in moving your athlete into.

Can I switch my athlete into a different program?

Yes, we can switch programs as long as it's before the start date of the impacted week and we have capacity.

There is no additional cost unless the programs are priced at different rates. The difference will be charged to the default credit card on file.

If your athlete is switching into a less expensive program, the difference will go back on the account as a monetary credit.

Can my camper switch programs in the middle of the week?

No.

We're only in the Hamptons for three days. Can I do a half-week?

No.

Can my athlete do two days of one program and three days of another?

No.

What if my camper doesn't like the program after the first day?

Campers may not switch mid-week into another program. According to the State and County guidelines in effect in light of COVID-19, we are not allowed to switch groups mid-week either. If there is an issue, please contact the program director.

My camper wants to participate in tennis, but they have never played before. Is that a problem?

No, that's not a problem at all. We have beginners in every sport-specific program. Our coaches are experienced with all ages and skill levels.

Do you have weekend programs?

We do not have camp programs available on the weekends, but our tennis facility is open. Please refer to www.futurestarsouthampton.com for more information on our tennis facility and offerings.

Can I walk in on Monday without prior registration?

We will not be accepting late registrations or walk-ins for the summer 2020 season. No exceptions will be made.

Pool & Transportation

The pool and transportation will not be available for the summer 2020 season.

Activities, Groups & Events

Do campers do arts & crafts?

No.

What's the athlete-to-counselor ratio?

Our athlete to counselor ratio is 5:1 across the board. Group sizes will be no more than 10..

Is there extra equipment at the facility that my athlete can use?

In light of COVID-19, all athletes should bring their own equipment.

Can my athlete be in the same group as their friend?

We can request that athletes are grouped together and we will do our best to accommodate that request, but we cannot guarantee that they will be in the same group.

In light of COVID-19, we will not be changing groups mid-week. The safety and protection of our participants will always be our first priority.

How are the groups made?

Athletes are grouped primarily by age, and then by ability.

Are the groups co-ed?

Yes.

Which group is my athlete in?

Tennis groups by age:

- Wimbledon: 5-7
- French Open: 7-10
- US Open: 10+
- Australian Open: Advanced

Multi-Sport groups by age:

- Huskies & Bulldogs: 5
- Eagles: 6

- Ravens: 7
- Titans: 8 & 9
- Spartans: 10+

Group ages may vary week to week depending on the sign-ups for that week

What should my athlete bring with them to your facility?

All athletes should arrive with a backpack, mask, nut-free snack, a reusable water bottle, sunscreen, a change of clothes if needed, and any sport-specific equipment required for participation in the program. Please go to our website, fscamps.com, for program-specific lists.

Food & Lunch

In light of COVID-19 lunch will not be served. If you send your camper to the facility with a snack, please make sure that it is nut-free.

Other

Can my athlete bring their phone/iPad/other valuables with them?

Participants are allowed to bring their phones to our facility, but they should be left in their backpacks. We do not recommend sending your athletes with expensive electronics. We are not responsible for any lost items, but we do have a lost and found.

I need a babysitter. Can you arrange babysitting for me with one of your counselors?

Future Stars is not a babysitting service, and we cannot guarantee that someone is going to be available to look after your children, nor will we allot additional time out of our work day to find you a babysitter.

We will, however, provide you with a list of the counselors that babysit so you can reach out to them directly. We will not pass client contact information to our counselors, nor will we coordinate or schedule babysitting services in any way.

Giving out the contact information of our counselors is not necessarily an endorsement of their babysitting skills. Anything that happens between you and a counselor after we have given you the contact information is beyond our control and outside the realm of our liability.

Our FAQ was last updated on June 17, 2020