

# Fall Programming Policies & Safety Operations, 2020

## Future Stars Southampton

### **COVID-19 Safety Protocol**

If your athlete is sick or showing symptoms, please keep them home. We will work with you so that we can figure out your payment and program enrollment once they are well again.

**You must not send your camper to our facility if they are sick or showing symptoms. They will be sent home immediately.**

In the event that a parent/guardian of a child/camper must be isolated because they have tested positive for, or exhibited symptoms of, COVID-19, the parent/guardian must be advised that they cannot enter the site for any reason, including picking up their child.

- If the parent/guardian -- who is a member of the same household as the child/camper -- is exhibiting signs of COVID-19 or has been tested and is positive for the virus, utilize an emergency contact authorized by the parent to come pick up the child. As a "close contact," the child/camper must not return to the child care or day camp for the duration of the quarantine.
- If the parent/guardian -- who is the member of the same household as the child/camper -- is being quarantined as a precautionary measure, without symptoms or a positive test, staff should walk out or deliver the child/camper to the parent/guardian at the boundary of, or outside, the premises. As a "contact of a contact" the child/camper may return to the child care or day camp during the duration of the quarantine.
- If a child/camper or their household member becomes symptomatic for COVID-19 and/or tests positive, the child must quarantine and may not return or attend the child care or day camp until the quarantine is complete.

### **Additional on-site safety measures:**

- An abundance of hand sanitizer and sanitizing supplies will be available on site at all times
- Hand washing and sanitizing will be required for all staff and campers following all activities.
- Group sizes will be 15 or less at all times. The camper-to-counselor ratio will never be higher than 10:1.
- Water/snack breaks will occur primarily outdoors, under tents, with pre-determined spaces for each child to maintain social distancing
- Temperature will be taken daily upon arrival
- Staff and maintenance will wipe down and sanitize all high-frequency areas throughout the day
- Outdoors, all staff members will wear masks when social distancing is not possible. Campers are not required to wear masks during outdoor activities. When indoors, both staff and campers must have masks on at all times.
- All equipment will be wiped down between uses. Each group will have its own set of equipment to use.

- All activities will be adjusted to follow new guidelines and designed to ensure proper social distancing between campers and staff
- To ensure we are keeping as few people on campus as possible, parents will not be allowed on campus during the camp day. Pick-up and drop-off will happen directly from the car.

## **Program Policies**

### **Enrollment**

Parents and guardians may enroll their athletes by the session. We do not offer daily enrollment or rates. If a parent is only going to send their campers for a portion of the outlined session, the program tuition will not be prorated and make-up days will not be provided.

Please keep in mind that each program has a different schedule, and a session may look different for each one. Pricing reflects this.

### **Late Enrollment & Walk-Ins**

Unless otherwise indicated, the deadline to enroll your athlete is one week prior to the start of the session that you're planning on enrolling for, by 5pm. After that, registration will be closed.

So, if you plan on sending your camper to the Multi Sport session starting the week of September 28, you must enroll your camper by 5pm on Monday, September 21.

As long as there is still space, you may enroll after the deadline, but there will be a late registration fee of \$75.

Please be aware that programs may fill up before the registration deadline.

### **Cancellations, Refunds & Credits**

If a parent or guardian needs to cancel their campers' enrollment after they have enrolled and paid, *refunds will not be issued*. Families will, however, receive a monetary credit on the account that can be used in future summer camp programming. The credit does not expire.

Credits are for the monetary value paid. Credits do not come in the form of sessions. Anyone in the immediate family can use the credit on the account. Credits cannot be moved to another family's account, including cousins or other non-immediate family members.

Credits cannot be used towards any activities or events at our 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.

### **Make-Up Days**

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

If your camper has a medical issue and cannot attend camp, we will issue a monetary credit for the days missed to the account. Credits will be issued once the main office has received a doctor's note.

### **Medical Forms**

Parents and guardians must submit the Future Stars Health Form and the most up-to-date immunization record from the camper's doctor. Any and all allergies must be indicated on the health form in the comments/notes section.

If you are leaving any medications (Epi-Pens, Benadryl, Advil, etc.), at our facility with our on-site EMT, you must provide a doctor's note clearing us to administer the drug in case of an emergency. Please wrap the doctor's note around the medication with a rubber band.

It is the parent's/guardian's responsibility to retrieve the medication from the main office once the camper is no longer enrolled in the program.

### **Age Requirements**

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

Multi-Sport: 5-13

Tennis: 5-15

If your camper is under the minimum age for the program, please do not enroll them. Your enrollment will be automatically cancelled if your camper is not the minimum age by the start of the camp session you're enrolling them for.

### **Changes in Schedule**

Unless otherwise indicated, any and all changes in your 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 send an email with receipt of the request you are trying to make. The change will not be made until an email is received.

### **Switching Programs**

Campers may switch into a different program as long as the office is made aware of the change one week in advance, assuming there is space available in the program. The change must be submitted in writing via email.

Switching programs does not incur a fee, but if an athlete is moving into 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.

### **Participant Dismissal**

In the rare case that a child's behavior negatively impacts a 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 and 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, participant, or member, or otherwise creates a feeling of unrest, Future Stars reserves the right to terminate the associated athlete's participation in the program, as well as the facility membership of the parent or guardian in question, along with any dependents or household members associated with their account. Refunds and credits will not be issued.

These terms and conditions are subject to change at any time and without notice.

Our policies were last updated on August 25, 2020.

# Fall Programming Frequently Asked Questions, 2020

## Future Stars Southampton

### 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 days & hours?**

Each program has a different schedule. Please be aware of this if you are planning on sending multiple campers to different programs, or you are switching your camper to a different program.

- **Weekday Multi-Sport Mini Camp:** Monday - Friday, 3-6pm
- **Weekday Tennis Mini Camp:** Monday - Thursday, 4-6pm
- **Weekend Tennis Mini Camp:** Friday - Sunday, 3-6pm

#### **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 camp 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 the program?**

Registration must be completed via the online application.

### **Can I register over the phone?**

No. We only accept online applications.

### **I need to cancel a session of camp. Can I receive a refund?**

Refunds will not be issued after registration and payment have been completed. 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/sessions.

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 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 sessions, etc. -- must be emailed to us so that we have receipt of the change. We cannot make a change over the phone, as we need requests in written form. If you call the club to make the change, we will ask you to send an email, and the change will not be initiated until we have received the request.

### **Our schedule changed. Can I move a session of enrollment to another session?**

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

### **Can I switch my athlete into a different program?**

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

There is no additional cost to make a change, but the programs may be priced at different rates. The difference will be charged to the default credit card on file.

If you are switching your camper into a less expensive program, the difference will go back on the Future Stars account as a monetary credit.

**Can my camper switch programs in the middle of the session?**

No.

**We're only in the Hamptons for three days. Can I do half of the session?**

No.

**Can my campers do two days of Multi Sport and two days of Tennis?**

No.

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

Campers may not switch programs in the middle of a session. According to the State and County guidelines in effect in light of COVID-19, we are not allowed to switch campers between groups in the middle of a session, 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. Our coaches are experienced with all ages and skill levels.

**Can I walk in on the first day of the session without prior registration?**

No. You must enroll one week prior to the start of the session by 5pm. We order supplies and hire staff based on the number of campers we anticipate having.

So, if you plan on sending your camper to the Multi Sport session starting the week of September 28, you must enroll your camper by 5pm on Monday, September 21.

As long as there is still space, you may enroll after the deadline, but there will be a late registration fee of \$75. The late fee is non-negotiable and will not be waived.

## Activities, Groups & Events

### **Do campers do arts & crafts?**

No.

### **What's the camper-to-counselor ratio?**

The ratio will never be higher than 10:1. Group sizes will be no more than 15.

### **Is there extra equipment at the facility that my camper can use?**

Yes.

### **Can my camper be in the same group as their friend?**

You may request that campers are grouped together. We will always do our best to fulfill group requests, but we can never make the guarantee.

### **How are groups decided?**

Campers are grouped first by age, then by ability.

### **Are the groups co-ed?**

Yes.

### **What should my camper bring with them to camp?**

All campers should arrive with a backpack, a mask, a nut-free snack, a reusable water bottle, sunscreen, and a change of clothes if needed. Tennis campers should bring their racquet as well.

## Other

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

Campers are allowed to bring their phones etc. to our facility, but they should be left in their backpacks. We do not recommend sending your athletes to camp 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 August 25, 2020