

Summer 2022 Programming Policies & Safety Operations

Future Stars Westhampton-Riverhead

*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. *Additional details will be given regarding further safety policies once you confirm your attendance.*

COVID-19 Health & Safety Protocol - Safety was our priority when operating in 2021 and will continue to be for the 2022 season. As more information becomes available from the CDC, NYS and local health authorities we will adjust as needed and update these policies accordingly.

Program Policies

Enrollment

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

Enrollment must be completed online, using our online registration form. This will be the only way to register for camp. **As of our 2021 Camp Season, we are no longer accepting paper applications.**

Late Enrollment & Walk-Ins

Unless otherwise indicated, the deadline to enroll your athlete is the Friday prior to the anticipated program week by 12:00 PM (noon).

Any campers enrolled after the deadline will be charged an additional \$ 100 late fee. This fee will apply to every camper within a family that is registered after the deadline. The late fee is non-negotiable.

The late fee will come up on the financial ledger as a "walk-in fee". They are the same price.

Please be aware that we may fill up before the registration deadline. We do not suggest

waiting until the last minute to register, as computer issues may cause delays.

Cancellations

Cancellations prior to February 1st will be eligible for a full refund.

Any camp registrations that are cancelled between February 2nd, 2022 and April 1st, 2022 will be eligible for a monetary credit only minus a \$100 administrative fee. This monetary credit goes to your Future Stars account, does not expire, and can be used for anyone in the immediate family only (no cousins or other extended family members), and can only be used towards camp-related purchases.

Credits are for the monetary value paid. Credits do not come in the form of weeks. Credits cannot be used towards any activities or events at our facility (private lessons, open court time, clinics, pro shop items, etc.). Please note that cancellations made may impact any discounts that were applied. Discounts do not roll over with the credit.

Any registrations cancelled on April 2nd, 2022 and/or after will not be eligible for a refund or a credit. Parents or guardians may switch camp weeks around within the same summer (before noon on the Friday prior to the anticipated week subject to change). In the event of a cancellation, parents or guardians must switch to a different week immediately (for more information on switching camp weeks please see our "Changes in Schedule" section below)

Make-Up Days

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

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

Medical Forms

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

If you are leaving any medication (Epi-Pens, Benadyl, Advil, prescription medications, 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 send medication in its original package and 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 at the end of the season. Future Stars will not mail any medications.

Age Requirements

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

Tennis (@ Aspatuck Tennis Club): 6-13

Multi Sport: 6 - 13

Little Stars: 3.5 - 5

Soccer: 6 - 13

Basketball: 6 - 13

If your camper is under 5 years old, please do not try to enroll them in a camp program other than Little Stars until they are 6. Your enrollment will be automatically cancelled if your camper will not be 6 years old at the time of camp.

Little Stars Requirements

All campers under the age of 5 must be enrolled in Little Stars until they reach their 6th birthday. Little Stars campers range in age from 3.5 to 5. They must be fully potty-trained. Campers that will be younger than 3.5 at the start of their first camp week will be cancelled automatically.

Changes in Schedule

Parents and guardians should use their CampInTouch portal to make changes to add weeks to their camper's schedule. You can add weeks by going to Camper > Camper Application, and following the prompts from there.

All camp additions or amendments must be made online via CampInTouch.

For any changes that cannot be made via CampInTouch (such as cancellations or moving weeks) must be made in writing via email to info@futurestarssouthampton.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 received in writing.

Switching Programs

Campers can switch into a different program as long as the office is made aware of the change assuming there is room in the program. The deadline to enroll your athlete is the Friday prior to the anticipated program week by **12:00 PM (noon)**.

Any campers enrolled after the deadline will be charged an additional **\$100** fee. This fee will apply to every camper within a family that is changing weeks after the deadline. The fee is non-negotiable.

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 an athlete 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 athlete's participation in the program. Refunds and credits will be issued in the case of dismissal.

Future Stars staff, athletes, 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 of the household members associated with their account. Refunds and credits will not be issued.

Rain Day

In the event we cancel camp due to rain, Future Stars Southampton will issue a monetary credit. This monetary credit goes to your Future Stars Camp account, does not expire, and can be used for anyone in the immediate family only (no cousins or other extended family members), and can only be used towards camp-related purchases.

However, this only applies in the case that we notify you via email of a cancellation due to

rain. Please make note that rain does not automatically mean that camp is cancelled. If camp is still held in spite of the rain, there will be no credits if you decide to keep your camper home.

Health and Safety

As more information becomes available from the CDC, NYS and local health authorities we will adjust as needed and update our policies accordingly. We will announce our exact COVID-19 Policies and protocols depending on additional health information and we will continue to update them as we approach summer.

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

Frequently Asked Questions

Future Stars Westhampton-Riverhead

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?

121 Speonk Riverhead Rd, Riverhead, NY 11901

Tennis Camp is located at Aspatuck Tennis Club:
36 Aspatuck Road, Westhampton Beach, NY 11978

What are the camp hours?

Camp programs run for the following times:

Tennis (@ Aspatuck)	9:00 AM - 2:00 PM
Multi Sport	9:00 AM - 4:00 PM
Little Stars	9:00 AM - 2:00 PM
Soccer	9:00 AM - 4:00 PM
Basketball	9:00 AM - 4:00 PM

Are parents allowed on campus?*

At this time, parents will not be allowed on campus as we have a limited capacity of people that are allowed on campus at a given time in order to prevent the spread of COVID-19 as much as possible. Please drop your campers 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 as well.

Registration & Cancellations

How do I register for summer programming?

Parents can register their campers via [the online application](#).

Can I register over the phone?

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

Can I register via the paper application?

No. As of the Summer 2021 season, we are only accepting online applications.

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

Cancellations prior to February 1st will be refunded in full.

Any camp registrations that are cancelled between February 2nd, 2022 and May 1, 2022 will be eligible for a monetary credit only minus a \$250 administrative fee. This monetary credit goes to your Future Stars account, does not expire, and can be used for anyone in the immediate family only (no cousins or other extended family members), and can only be used towards camp-related purchases.

Credits are for the monetary value paid. Credits do not come in the form of weeks. Credits cannot be used towards any activities or events at our facility (private lessons, open court time, clinics, pro shop items, etc.). Please note that cancellations made may impact any discounts that were applied. Discounts do not roll over with the credit.

Any registrations cancelled on May 1, 2022 and after will not be eligible for a refund or a credit. Parents or guardians may switch camp weeks around within the same summer (before noon on the Friday prior to the anticipated week subject to change). In the event of a cancellation, parents or guardians must switch to a different week immediately (for more information on switching weeks please see out "Changes in Schedule" section below)

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

Any camp week additions must be made via the CampInTouch portal.

Any other 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 gotten 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 before noon on the Friday prior to 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 the office is alerted before noon on the Friday prior to the start date of the impacted week.

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.

Can my camper start on a Wednesday and end on the following Tuesday for the price of one camp week?

No, that would be charged as two separate weeks, even if your camper only attends five days total.

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

Campers may not switch mid-week into another program. If there is an issue, please contact the program director.

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

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

Do you have weekend programs?

Please refer to www.futurestarssouthampton.com for more information on our tennis facility and offerings. We offer private tennis lessons and clinics as well as open courts on the weekends. We will make a decision on weekend mini-camps closer to summer and will release any info via email.

Can I walk in on Monday without prior registration? .

You should not walk in on Monday without prior registration. Please register your camper by the deadline to avoid the \$100 late fee.

Unless otherwise indicated, the deadline to enroll your athlete is the Friday prior to the anticipated program week by 12:00 PM (noon).

Any campers enrolled after the deadline will be charged an additional \$ 100 late fee. This fee will apply to every camper within a family that is registered after the deadline. The late fee is non-negotiable.

The late fee will come up on the financial ledger as a "walk-in fee". They are the same price.

Please be aware that we may fill up before the registration deadline. We do not suggest waiting until the last minute to register, as computer issues may cause delays.

Activities, Groups & Events

Do campers do arts & crafts?

Campers in Little Stars and the youngest Multi-Sport groups will do arts & crafts. All other groups will not.

What's the athlete-to-counselor ratio?

Our athlete to counselor ratio is 8:1 across the board. For Little Stars Camp is 5:1

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

We encourage that all campers are sent to camp with the proper equipment. We do have extra available if needed.

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.

How are the groups made?

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

Are the groups co-ed?

Yes.

What should my athlete bring with them to your facility?

All athletes should come to their program with a backpack with a nut-free snack, a nut-free lunch, 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

Campers should be sent to the facility with a completely nut-free lunch and snacks.

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.

Our FAQ was last updated on December 9th, 2021.