

Refund Policy: KEVA Camp Refund Policy Complete payment of camp confirms registration and reserves placement in a KEVA camp. All refund requests must be made in writing via paper forms that can be picked up at the front desk or fill out the proper link from our website.

If you cancel with 21 or more days' notice, there is a 15% cancellation fee, or we can keep the entire amount on file as an in-house credit for future use. If you cancel with less than 21 days of the camp starting an in-house credit will be applied for future use (no cash refunds). If cancellation occurs with less than 10 days and no medical note is provided, 50% of the original fee will be applied as an in-house credit.

There are no refunds for missed days or partially missed weeks. There are no refunds in the case of weather emergencies as those are out of our control. Please note credits cannot be used for membership renewal, merchandise or food and beverage products. KEVA Sports Center reserves the right to modify or change this policy without advance customer notice. Valid membership required for all programs

Illnesses during camp: If a child communicates an illness or illness symptoms are observed parents/guardians will be notified via phone and updated on child's status. Children will be sent home immediately if they have a fever, vomit, have pink eye, or lice symptoms. There are no refunds for illnesses. Long term illnesses will require a doctor's note for any type of refund or credit.

Check In/ Check Out: All Parents/ Guardians are REQUIRED TO SIGN CAMPERS IN AND OUT OF CAMP EVERYDAY. If a Person other than a parent/guardian will be dropping off or picking up the participant, please give our staff notice and place their names on your child's waiver. Sign in sheets will be at the front entry way with a camp staff. Schools out camp ages 5-14 Check in time runs from 8:00 to 9:00. Check out time runs from 4:00-5:00. Camp ends at 5:00 p.m. If the child is not picked up by 5:05 p.m., a fee of \$1.00 per minute WILL be assessed and billed, please review KEVA's Camp Pick-Up Policy for additional information

Meals: Keva Sports Center will be providing ALL snacks and children are required to bring a sack lunch to camp. If your child CANNOT OR WILL NOT eat the snack provided, it is the responsibility of the child to bring another snack. There will be a refrigerator for the campers to store their lunches in and a microwave for their use. Campers are NOT allowed to purchase food from the concession stand during camp hours. Lemonade, Milk, and water are available at all times for campers. Please communicate all food allergies to the Camp Director prior to the camp start date.

Meal Fees: If a child forgets their lunch KEVA will provide a lunch for them for a fee of \$6.00 for the day. Payment is due at the end of camp.

Medications: Medications need to be labeled properly with full name, dosage amount, date of dosage and must have the original label and be in original packaging. Communicate all medication needs with Camp Director.

Waiver- Please **complete** all waivers and bring to the first day of camp- KEVA will keep on file. Completed waivers are required for your child to attend camp. If waivers are not completed your child may not participate. There may be additional waivers for field trips we attend.

Camper Expectations: (please go over these expectations with your children prior to camp)

This is an active camp.

- a. Participation –All campers are expected to participate in ALL skills and activities.
- b. Behavior -The following will not be tolerated: swearing, physical contact, poor sportsmanship.

Consequences – All counselors will handle campers who break the rules in the same fashion. These consequences will be enforced.

- 1. Verbal Warning
- 2. Sitting out from an activity for 5 minutes.
- 3. Sitting out from an activity for 5 minutes in a location away from the team and a phone call to parents/ guardians
- 4. Dismissal from camp for the day or week with no refund. Physical retaliation will result in immediate dismissal with no refund given for remainder of that specific camp day or week. Future refunds will follow our refund policy.

Physical Policy- If a child demonstrates physical action (hitting, pushing punching) they will be removed from the camp without a refund for. The actions may also result in future disqualification of camps

Field Trips/ Special Events- Please refer to the agenda for all field trip times, locations and special event information. Review weekly agenda for special events involving food and drink (ice cream party, root beer floats, etc.) and inform staff.

Lost and Found/Stolen Items- KEVA is not responsible for lost or stolen items. We encourage families to leave valuable items at home and label any items brought to KEVA.

Parent Policy

- a. Any custodial parent, or guardian of a child enrolled in our program, shall be permitted access to the camp during its hours of operation for the purposes of contacting their children.
- b. Separated Parents: If the parents are separated and not legally divorced, KEVA Sports Center cannot deny access to a child by either parent.
- c. Divorced Parents: In cases of divorce, either parent may pick up a child unless a court order indicates limited visitation or no visitation. Custody agreements must be kept on file at KEVA. i. KEVA Sports Center will not act as an intermediary between parents and all communication, registration, and payment issues are the responsibility of both parents.
- d. Guardianship: If a legal guardian, rather than a parent, enrolls a child, a copy of all appropriate legal paperwork must be on file at the facility. This is especially crucial if natural parents have no custodial or visitation rights.

Bathroom Accident Policy

KEVA understands occasional bathroom accidents will occur but if a camper is having regular bathroom accidents the following steps will take place.

a) The Camp Director will meet with the camper's parents or guardian to determine the cause and a plan of action for the future.

b) If camper continues to have multiple accidents, then the parent will be called and expected to come and change the child or take them home within 45 minutes of the call.

c) Parents will be called for every accident after the initial two. If the problem persists or does not improve the Camp Director will make the determination on withdrawing the camper from the program.