

# Camp Rock at Showtime Elite Parent Handbook

## Programs

### *Track Out/Summer Camp*

We provide school-aged children in year-round, traditional, and home-school calendars with opportunities to participate in camp daily from 8:00 am – 5:00 pm.

### *Extended Care*

We provide extended care at the following rates:

7:00 am – 7:29 am \$10 per child

7:30 am – 7:59 am \$10 per child

5:00 pm – 5:29 pm \$10 per child

5:30 pm – 5:59 pm \$10 per child

## What to Bring

*Required:* Our camp is highly active, and children are expected to wear comfortable clothing with their hair pulled back. Additionally, each child should bring a water bottle, a morning snack, lunch, and an afternoon snack.

*Optional:* For optimal comfort and safety, we recommend that children wear sneakers or go barefoot on our gym floor. Crocs and flip-flops are not permitted in the gym. However, if your child prefers being barefoot, they may wear flip-flops or crocs when walking to and from the bathroom. During quiet time, tablets, pillows, blankets, and stuffed animals are welcome.

## Program Changes

To transfer a daily or weekly session, Camp Rock at Showtime Elite must receive a written notice or email **two weeks** prior to the start of the program. The \$55 deposit is nonrefundable.

## 2024 Summer Day Camp Promotion

Last year's prices refer to 2024 weekly camp pricing and apply to purchases made during the early price timeframe of Feb 1, 2025, and March 1, 2025. **Any change made to a purchase after the early promotion window closes will be subject to the current price of the program.** This applies to all changes, transfers, cancelations, etc. made to camp purchases.

## Late Registration Fee

While we love being able to provide last-minute childcare if we have space, that last minute addition could mean a last minute supply run or adding an additional staff member to the schedule. For that reason, we will be charging a \$5 late registration fee. This will be added to any program when registering two days or less before the program start date.

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## Purchasing a Weekly Program

A deposit of \$55 is due for advanced registrations with the balance due two weeks prior to the start of the camp week. The amount due varies depending on the number of days selected during the registration process. Weekly purchases can be made in 5-, 4-, 3-, 2- or 1-day options, each having its own rate. The total amount due is calculated on the number of days selected in the registration process. A late registration fee is charged for weekly purchases made on Saturday or later for the next week of care. When registering two weeks or less before the start of camp you will be billed the entire balance instead of a deposit.

Not attending a program does not entitle you to a refund. When you enroll in our programs you reserve space, time, and staffing whether your child attends or not. Days are not transferable.

## Drafts for Weekly Programs

Camp sessions require a \$55 deposit due at the time of registration. This will be processed within 24 hours of registration.

Parents may pay for sessions in full by logging into their account or Camp Rock at Showtime Elite will draft the Friday before camp. If you pay in full in advance that payment is non-refundable.

## Inclement Weather Policy

Camp Rock at Showtime Elite will determine if it is safe for staff to reach the gym or remain at the gym. If so, we will start at our usual time and remain until the end of the day. If not, you will receive an email.

If Camp Rock at Showtime Elite is open and deems it safe to open the gym, then no refund will be granted for participants that do not make it to camp. If we close, then a refund will be granted to all participants for that day.

## Sickness

Please do not send your child to camp with any of the following symptoms:

- Sore throat
- Excessive coughing
- Diarrhea or vomiting
- Fever
- Head lice
- Undiagnosed rash, sore, or other skin condition
- Any other contagious disease or symptoms

A child must be diarrhea, vomiting and fever-free for a full 24 hours before returning to the program. The Center for Disease Control (CDC) considers a person to have a fever when he or she has a measured temperature of at least 100.4 degrees Fahrenheit.

A physician's note may be required before re-admitting a child to a program.

Please see our **refund policy** for illnesses.

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## Cancellations

If you cancel within **two weeks** before the program begins, you will be charged a non-refundable deposit. If you cancel after this time, you will be charged the full program fee. To cancel, Camp Rock at Showtime Elite requires a written notice via email at least two weeks prior to the program's start date. Camp Rock at Showtime Elite will confirm receipt of your cancellation notice. If you do not receive confirmation, please contact the Camp Director.

## Refunds

If you cancel **two weeks** or more before the program begins, you will be charged a non-refundable deposit. We will not process the remaining camp balance. Cancellations made after this period will incur the full program fee. Please note that deposits are non-refundable. Please be aware that non-attendance does not entitle you to a refund. By enrolling in a program, you reserve space, time, and staffing, regardless of whether your child attends.

If Camp Rock at Showtime Elite changes the calendar, Camp Rock at Showtime Elite will fully refund by-the-week or by-the-day purchases affected by the change.

Camp Rock at Showtime Elite will not provide refunds for inclement weather unless we close.

Camp Rock at Showtime Elite will not provide refunds for program days missed due to injury, illness, direct exposure or required medical quarantine.