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## Camp - Important Information

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### Camper Drop Off:

- Please use the main entrance. All transfer of care will occur at the sign-in/sign-out table. For the safety of our campers, parents are not allowed to enter the camp room.
  - Counselors will begin check-in 15 minutes prior to the start of camp. Before care check in runs from 7:45 to 8:15 for an additional fee. Regular check in runs from 8:45 to 9:15.
    - If you signed up for Before Care, you will be able to enter the building at 7:45am.
  - If you are bringing your child late to camp, ask the front desk to page Camp Staff. Depending on where the campers are, your camper may need to wait to meet up with the rest of the camp when they head back to the classroom. Please let counselors know ahead of time if you are planning on arriving late.
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### Camper Pick Up:

- Please arrive at the Lollypop Farm promptly at 4:00 pm (5:00 pm for after care) and wait in the lobby for camp groups.
- Although Counselors will not dismiss campers until the stated end period of camp, a counselor will be available to begin the sign out process 15 minutes prior to the end of camp. General check out runs from 3:45 to 4:15. After care check out runs until 5:00 pm.
- A counselor will meet you at the front doors. **Any person picking up a camper MUST have a photo ID and be on the list to transfer care of that specific child.** They will check your camper off the list and we will then go to retrieve your child.
- If you are going to be late, please call (585)223-1330 x173.
- If you arrive after pick up time, your child will be brought back to the classroom, you will need to speak to the person running the front desk and wait for camp staff to bring your child to the front. You will also be charged

**\$1.00 per minute late-fee.** This fee needs to be paid before you drop off your child the next day.

- If you need to pick your child up before dismissal, ask the front desk to page Camp Staff. If you notified us ahead of time, we should have your camper ready. If early pick up was unexpected, we will use our communication system to get your camper to you as quickly as possible. Be aware, your camper may be outside and need time to return to the building as well as collect their belongings. A counselor will bring your child to the front desk when ready. **Anyone picking up a camper MUST present a photo ID and be on the approved list to release that child into their care.**

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*Thank you for your patience with this process. Your child's safety is very important to us!*

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### **Food:**

- Campers will be provided one snack for a half day program, and two snacks for a full day program. If your child has additional dietary needs, you will need to supply their snack and alert us to these needs before camp begins.
  - Please label personal water bottles and any other personal items. *Lollypop Farm is not responsible for lost items.*
  - Full day campers must bring a packed lunch. Out of respect for campers with food allergies, please do not pack items that contain nuts. We are unable to heat-up food for your child, so please pack items that can be stored and eaten at room temperature.
  - In the chance that your child forgets their lunch, you will first be notified for an opportunity to bring lunch to them. If you are unable to do so, a sandwich will be ordered from a nearby delicatessen. You will be charged the cost of the sandwich (\$5.00-\$10.00) plus a \$5.00 service fee. Payment will be due when you arrive to pick up your child.
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### **Clothing:**

- Campers are to wear their camp T-shirt (provided the first day of camp) while participating in camp. You will be charged \$10.00 for an additional T-shirt if your camper is not prepared. Payment will be due when you arrive to pick up your child.
  - Campers **MUST** wear closed-toe sneakers. You will want to protect your camper's feet from rocks, hooves, and animal droppings. **Crocs or sandals are not appropriate footwear.** Your camper will be sent home or not allowed to participate in all activities if they do not have appropriate footwear.
  - Campers **MUST** be prepared to go outside daily. Please provide weather appropriate clothing.
  - Please label personal water bottles and any other personal items. *Lollypop Farm is not responsible for lost items.*
  - Campers should apply sunscreen before the start of camp. They are welcome to bring additional sunscreen with them but will need to be able to self-apply.
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## Medications:

- Campers should take medications before arrival.
  - If your camper needs to take a medication while at camp, even an over the counter medication such as an antihistamine, you will need to provide a doctor's prescription listing the medication, dosage amount, and dosage frequency.
  - We will also need a signed permission slip from the parent or guardian for staff to *supervise* the use of medications. **Our counselors do not administer any medications.**
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## Camp FAQ

### Can I have a receipt with the Lollypop Farm Tax I.D. number?

- Upon registration, you will receive a confirmation email containing your receipt. You will notice that the tax I.D. is part of this email.
- If you cannot find your confirmation email, please [www.lollypop.org/camp](http://www.lollypop.org/camp) and click "Account Login" on the right side of the page. This will bring you to your user account, and you will be able to print a receipt at your convenience.

### What is your cancellation policy?

*Because our staff is working around the clock to ensure your child has the absolute best time possible at camp, we have a strict refund policy once camp begins.*

- Please email any cancellation requests to [Camp@lollypop.org](mailto:Camp@lollypop.org)
- *If withdrawal from camp(s) occurs prior to June 1<sup>st</sup>: A non-refundable processing fee of \$75/session for Full Day camps and \$40/session for Mini Camps will be retained.*
- *If withdrawal from camp(s) happen after June 1<sup>st</sup> and up to two weeks before the camp(s) starts: A deposit equal to half (50%) of the camp cost will be retained.*
- **NO refunds are given during the 10 business days before a camp starts.**
- *Fees will not be prorated due to absences or vacation schedules.*

### Will the campers get to touch and interact with animals?

- Yes! The campers will have multiple opportunities to interact with various animals. All animals the campers interact with have been evaluated by our behavior or farm staff.
- Please keep in mind that this is primarily an educational program and while campers will get a chance to interact with animals, they will not spend the *majority* of their time caring for or playing with animals.

### Do you prorate Camp prices if my child is unable to make all days?

- No, we encourage you to pick a session that your camper will be able to attend in full. We have so many different things to experience each day!

### Do you prorate Before Care and After Care services?

- No, although you do not have to use the services every day, the cost is inclusive for the entire week.

### **The session I want to register my camper for is full. Do you have a waitlist?**

- Yes. Our online registration system will create a waitlist when a session is at capacity. You are able to add your camper to a waitlist at no cost. If a space becomes available, we will first contact people listed on the waitlist.

### **My child is 3 years old; can they attend the mini camp?**

- No, although we try to be flexible with ages, unfortunately we cannot accommodate this request. New York State child care ratios are different for those age 3 than age 4. Sessions will be staffed to comfortably meet the requirements for those ages 4-6.

### **We are not available for the sessions catering to families with campers in different age groups; can I register my children together for another session?**

- Please consider, although convenient, will the child outside of their age group be comfortable around those with an age difference of 2-4 years? Will they be able to relate to and flourish with a curriculum developed for those in a 2-3 grades higher or lower?

*Example:* A four year old participating in the program for ages 7-9 is similar to a Preschooler attending 2<sup>nd</sup> grade.

- We like to accommodate request for siblings to be together as much as possible. However, we do ask that they be within one age group difference, and usually encourage the next age up for a challenge.

*Example:* An 8 year old in the 10-12 year old program.

- We also request that the younger child would not require individual attention from the group. You know your children best! If you have considered all of the above and feel that they would work well together, then you are more than welcome to register them for the same camp.

### **My child has never attended a camp; can I stay in the room to help them settle?**

- We understand that some campers may not have any experience in a preschool or camp type of setting and will be adjusting to a separation from parents and normal routines. However for the safety of our campers, parents are not allowed in the camp room. Parents may stay in the area but *out of sight* with the understanding that we can always call if your child is truly struggling to adjust. It is also sometimes helpful for a young camper to bring a familiar comfort item from home, such as a favorite stuffed animal or toy. Please be sure to label these items, as we are not responsible if they are lost. Our experienced staff is honored to take part in the social growth of your child.

### **Do you cater to children with special needs?**

- Yes, in most cases. Upon registration, you will be asked to complete a Camper Profile. Please add any information that will help the camp staff understand the needs of your child. If you are concerned about your child in this classroom setting, please contact the Humane Education Manager at [camp@lollypop.org](mailto:camp@lollypop.org) or (585) 223-1330 x 173 to discuss the circumstances.

*Safety is our number one concern, so please consider the following:*

- Remember that your child will be around animals. If you feel that they may act in a manner that an animal may interpret as a danger, then I would not recommend this particular camp.
- Campers with mobility issues should be aware that many activities will occur outside, on uneven terrain.
- Although we try our best to accommodate special needs, we are unable to provide one-on-one instruction. If you are able to provide an aide, then we would be happy to work with your child. Even with an aid, your child cannot stray from the group as we are ultimately responsible for the care of your child while in the program.
- To make sure Farm Camp is the right fit for your child with special needs, we encourage you to visit the facility before registering for a session. You are also welcome to setup an appointment with the Humane Education Manager.

**For any questions, comments, or concerns please contact:**

**Kim Ferris-Church**  
Humane Education Manager  
(585) 223-1330 x 173  
camp@lollypop.org