



## Frequently Asked Questions

### **How do I contact Germantown Academy Summer Camps?**

You can visit [www.gacamp.org](http://www.gacamp.org) on your mobile phone and submit web forms for many of our most common requests. You can also call **267-405-7321** or email [summer@gacamp.org](mailto:summer@gacamp.org). **For a faster response, please send an email to the above address.**

### **What are the Camp Hours?**

Staff will be ready to greet children 10 minutes prior to the scheduled start time for camp, and continue to greet children until 10 minutes past the scheduled start time. Late campers should report to the Welcome Center. Camps begin at 9am and end at 3:30.

Note: Some Summer Programs may operate outside of regular camp hours. (Examples: Itty Bitty 3s and Explorers Camp)

### **Who can pick up my child?**

Campers will only be released to a list of pre-approved adults who must show a photo ID. To add additional approved drivers, please use our mobile web form.

### **Can I visit my child during camp hours?**

For the safety and comfort of our campers, we do not allow visitations. There will be special events where parents will be welcome to visit such as our Art Shows, Summer Musical, Rocket Launches, and special Day Camp Events.

### **What if my child will be absent?**

Please email summer programs [summer@gacamp.org](mailto:summer@gacamp.org) prior to 9:30 to report and absence.

### **Where is the Lost and Found?**

At the end of each week, our camp staff collects lost items and brings them to the Welcome Center. If you are looking for a specific item, please call the front desk at 267-405-7200.

### **How do I purchase lunch?**

You can log in to your account and add lunch or contact the Summer Programs Office and we will be happy to add it to your account. Please note that lunch is purchased by the week and not day-to-day.

### **What happens when I am on a waitlist?**

If a space opens up in the program, we contact the first person on the list. That family has 24 hours to get back to us if they would like their camper to attend. If they do not, we continue down the list until we are able to fill the spot. If you are signed up for another program at the time and are the next family contacted on the list, the funds you have paid will be transferred to the new program.

### **Can't you just add another spot?**

As much as we would love to add your camper in to the program, the capacities of each program are set to maintain the safety of each camper as well as to accommodate the space we are in as well as the materials we purchase prior to the start of the program. If your camper is signed up for a program where they use a van, capacities are limited to the number of seats and we will not exceed that number.

### **When does your registration close?**

Registration closes the Thursday before the next week begins. If you would like to add a camp for the next week, please contact Summer Programs to see if space is available.

### **I didn't receive the camp Welcome Email.**

Unfortunately, with some email servers, our auto-emails accidentally get filtered in the Junk or Clutter folder. You can also check the website where the welcome letters are posted for each camp.

### **How can I sign my campers up?**

Click on the Register Now button next to the blue butterfly. If you already have an account, whether from the school-year or from previous summer, log-in to that account with your email address and password. **Please do not create another account if you already have one.**

### **Do I need to fill out any medical forms?**

The only time we require medical forms is if your camper has an allergy we need to be aware of that requires an Epi-pen or any medications they will

be taking while at camp, including if they have an inhaler. If your camper falls under that criteria, please fill out the medication form under the For Parents tab under Documents and Forms.

### **Where can I find your Tax ID number?**

Our Tax-ID is listed on the financial statement downloads which you can find on your ACTIVE account page. If you are having difficulty finding it, please send us an email and we will be happy to provide it.

### **What are Extended Hours?**

If you need to drop off your child before camp starts or pick up after camp ends, you must enroll your child in Extended Hours through the website or mobile web form.

- 7:30–9:00 AM Extended Day
- 3:30–6:00 PM Extended Day

### **What if I need to drop off my child late?**

If you arrive at camp to drop off after camp is in session, you must take your child to the Welcome Center for security and attendance purposes. The staff will take your child to his or her camp location. If you know you will be late on a particular day, use the mobile web form to let us know.

### **What if I need to pick up my child early?**

Early pick-ups must be arranged through the Summer Programs Office. Please use the mobile web form to let us know when you are coming so that we can coordinate with your camper's counselors and teachers. Your child will be taken to the Welcome Center where you will be asked to sign him or her out. Early dismissals cannot take place after 3:00pm.

### **What if I have children in multiple locations?**

It is in your children's best interests for you to drop off each child at his or her camp location. See the Drop-Off / Pick-Up Maps.

### **Contact Us**

We are always happy to speak with you over the phone, but due to the volume of calls, it is always best to send an email to [summer@gacamp.org](mailto:summer@gacamp.org).