



## 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? 9:00am – 3:30pm**

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.

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

Campers will only be released to pre-approved drivers who are listed in your registration.

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

For the safety and comfort of our campers, we do not allow visitations.

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

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

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

Our camp staff collects lost items and brings them to the Welcome Center. If you are looking for a specific item, please fill out the “Report a Lost Item” webform under the For Parents tab.

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

We do not currently offer a lunch program at camp. Campers must pack all snacks, beverages and lunches for the camp 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.

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

Registration closes one week before the start of that specific camp week. Please contact Summer Programs if you have any questions.

### **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 will be 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?**

We only require medical forms if you are checking in medication or other health related concerns you think our staff should be aware of.

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

If you arrive at camp to drop off after camp is in session (approximately 9:15am), 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. We are aware that it may take a little extra time, so our staff is fully prepared to wait until the last car in our drop-off has left. See the Drop-Off / Pick-Up Maps.

### **What should we pack for camp?**

You will receive a letter from your camp Director each week highlighting the things you will need for camp.

### **How old are your counselors?**

Our counselors range in age from juniors in high school all the way to adults and teachers!

### **What if my camper has a birthday during camp, can we send in treats?**

We have a strict policy of no outside food or drinks for campers.

### **What about refunds?**

We only offer refunds if you have purchased Refund Protection. Please read the policy which is highlighted under the For Parents Tab.

### **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).