



## Frequently Asked Questions

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

For a faster response, please send an email to [summer@gacamp.org](mailto:summer@gacamp.org). You can visit **[www.gacamp.org](http://www.gacamp.org)** and submit webforms for many of our most common requests. You can also call **267-405-7321** for any questions!

### **What are the Camp Hours? 9:00am – 3:30pm**

Staff will be ready to greet children 5-10 minutes prior to the scheduled start time for camp and continue to greet children until 5-10 minutes past the scheduled start time. Late campers should report to the Welcome Center if a staff member is not at the drop-off location.

### **Do you offer Extended Hours?**

AM and PM Extended Day are available at an additional cost and must be purchased prior to the start of the camp week.

AM: 8:00 am – 8:50 am \$75/Week

PM: 3:30 pm – 4:30 pm \$75/Week or 5:30 pm \$100

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

Campers will only be released to pre-approved drivers who are listed in your registration. Car tags will be provided to parents on the first day of drop-off. If there is no car tag in the car window, the driver will be asked to present their ID to confirm they are an approved driver. The Approved Drivers webform may only be submitted for your own child and must come from the primary account holder. All requests made from other parties will be sent to the primary account holder for approval.

### **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 complete the webform on the For Parents tab for any absences.

### **Why can't I meet my child's counselors?**

Many of our counselors are minors and therefore, we do not allow parents to communicate with them. Our programs are run by Directors who will be happy to communicate with you and answer any questions or concerns you may have.

### **Are we allowed to tip?**

Tipping is not required; however, it is always a wonderful treat for the staff to know they are doing a great job.

### **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.

### **Do you offer lunch or snacks?**

We do not have a lunch or snack program at this time. Campers are required to bring a packed lunch box each day with a water bottle.

### **What is the waitlist?**

The waitlist is for programs that have reached our maximum capacity. Parents will need to register for the waitlist in order to be eligible for a placement in the program if a space opens up.

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

Registration closes one week before the start of that specific camp week, as long as it has not reached maximum enrollment.

## **Where can I find what to pack for my camper?**

Each program has a packing list under the program description. If there is anything additional needed, communication will be sent in a timely manner.

## **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. The medical forms are under the For Parents Tab.

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

Our Tax-ID is listed on the financial statement downloads which you can access on your ACTIVE account page at any time.

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

Early pick-ups must be arranged through the Summer Programs Office. Please use the webform to let us know the day/time you need to pick up your camper(s). 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.

## **Do you offer 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**

Don't see what you're looking for here or on the website? 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) and someone will be in touch with you shortly.