



Winter Camp FAQs

When does winter camp registration begin?

Registration for winter camp begins on Monday, October 27, 2014 for members and non-members.

When does winter camp run?

Winter camps begin on Monday, December 22, 2014 and run through January 2, 2015. All camps are offered as a single day.

Do you have full-day winter camps available?

Yes, all winter camps are full day and run from 9 AM to 4 PM.

Do you have half-day winter camps available?

We do not offer half-day camps during winter.

How much do winter camps cost?

Save when you sign up early! Single day camps are \$58 for members and \$63 for non-members. You can save \$5 when you register by December 18. Camps that visit *The Discovery of King Tut* require an additional \$7 fee to cover admission to the exhibition. Tomb Raiders and Walk Like an Egyptian camps are \$65 for members and \$70 for non-members. These camps are also eligible for a \$5 discount when you register by December 18. Annual [family memberships](#) to the Museum are \$70 and will guarantee a discount on registration.

	By December 18	After December 18
Single Day Camps	\$53 members \$58 non-members	\$58 members \$63 non-members
Tut Single Day Camps	\$60 members \$65 non-members	\$65 members \$70 non-members

Is there a deadline to register?

There is no deadline; you may register up to the morning of the camp your child would like to attend, as long as there is still space available. Space is limited and camps do fill up, so it is strongly recommended you register early in order to reserve your spot.

How old do you have to be to attend winter camp?

Winter camps are available for children in grades 1-5. Our camps are carefully designed to suit your child's current grade level (separated as grades 1-2 and 3-5). To ensure a high quality experience it is important that all participants are with their peers.

Are Pre-K/Kindergarten or middle school camps offered this winter?

No, we have a small staff during the holiday season and can only accommodate grades 1-5. Full week camps for grades Pre-K-8 grade will return in summer 2015.

Are lunch and snacks provided?

Lunches and snacks are not provided. Each camper needs to bring a lunch and a snack with their name on it to camp every day. Please make sure to list all allergies and intolerances on your child's Emergency Release Form.

My child has a food allergy/medical condition. How does the Museum address medical issues?

Please list all allergies, intolerances, and medical issues on your child's Emergency Release Form. If medication is necessary at camp, please indicate the directions on your form as well as in the bag with the medication the week of camp. We've had many cases of nut allergies, dairy allergies, asthma, etc. over the years, and we have First Aid/CPR certified staff. As an example, with food allergies specifically, we will keep the children separate and hands are washed if snacks may pose an issue (e.g., John is allergic to nuts and Susie brought a PB&J). If your child's allergy is not limited to ingestion, please let us know as well in case a craft or art project may require a volunteer's assistance (e.g., for gluten intolerances if there is a craft dough with gluten in it).

What is the instructor to camper ratio?

The instructor to camper ratio is approximately 1:6. Winter camps have a capacity of 20 campers per camp. The Museum's education staff provides additional supervision and support when the camps leave the Museum for an exploration through Balboa Park, a visit to the Zoo, or a nature hike. All instructors and volunteers working with children at the San Diego Natural History Museum have completed a background check.

What does my child need to bring?

Please provide a lunch, snack, and beverage for your child. Each camp takes a lunch break and a snack break. Children should wear comfortable play clothes that can get dirty and wear closed-toe shoes (no sandals). We recommend hats and a jacket or sweatshirt on cool days. We highly recommend sunscreen be applied each day before you arrive at the Museum.

Do you have a photo policy?

The San Diego Natural History Museum reserves the right to photograph program participants for publicity purposes. By entering the Museum facility and/or participating in a Museum activity or event, you consent and authorize without restriction or compensation to the possible use of you and your accompanying group's image for future media or marketing purposes. You will be asked to initial your agreement to this policy on the Emergency Release Form. You may opt out of this policy by not initialing the line on your Emergency Release Form.

How do I register my child?

Register in person, [online](#), or call 877.946.7797. Register soon, camps fill up quickly!

Is online registration secure?

Yes, our website has been verified by GeoTrust. You might not see the “https://” at the top because of how our website is set up, but you can view the verification by right clicking on the page and viewing properties or the frame source (depending on your browser).

I'm a member. How do I register online?

Visit our website [here](#) and log in to your member account (for early registration and to receive your discount). After you log in, you can select your grade level, add your camp(s) to your basket, and check out. You can also click the “Buy Tickets” button on [our homepage](#) or find the camp you wish to sign up for on [our calendar](#) and click “Sign Up!”

The screenshot shows a website layout with a left sidebar containing navigation links: "Log-In Here!" (highlighted with a red arrow), "View My Basket", "Online Ordering", "Memberships Learn More", "Donations Give Now!", and "Education Programs Adults Family Lectures & Films Preschool & K Grades 1 - 2 Grades 3 - 5". The main content area features three sections: "Membership" with a photo of people and a description of benefits, "Donate" with a photo of a building and a description of supporting the museum, and "Education Programs" with a photo of a person and a description of adult programs. Each section has a corresponding button: "ORDER INFO", "DONATE", and "VIEW". On the right side, there is a "QUICK BUY" section with dropdown menus for "Choose Events", "Choose Day", and "Choose Time", followed by an "ORDER" button. Below this is an "ORDER BASKET" section showing a "Total" of "\$0.00" and buttons for "REVIEW" and "CHECK OUT".

I'm not a member. How do I register online?

Begin by visiting our website [here](#) or by clicking the “Buy Tickets” button on [our homepage](#). From there, select your grade level, add your camp(s) to your basket, and check out. You can also click the camp you wish to register for on [our calendar](#) and click “Sign Up!” The calendar sign up option will take you directly to your camp where you can select which week you’d like to come, add it to your basket, and check out. You can add other camps by selecting the grade level on the left side. You can also become a member (which will automatically apply your member discount) at this time. You will be prompted to sign into your account or create a new one before you check out. Make sure you use a valid email address as this will be our point of contact for all winter camp communication. Call Customer Service at 877.946.7797 if you have any questions.

Will the Museum cancel camp if enrollment is low?

No, there is no minimum number of registrations required this year in order for winter camps to run. Once you have registered, you can be assured that camp will run. We strongly recommend advance registration to reserve your spot.

What if we need to cancel our camp?

There is a \$10 cancellation fee per camper per camp. You will receive a credit voucher for the remaining balance that can be used towards admission, membership, or future camps. Cancellations must be made with at least 7 days' notice prior to the start of camp. Please contact the education department by phone at 877.946.7797 or email education@sdnhm.org to cancel your camp reservation. Camps are not considered cancelled until you have received an email response confirming the cancellation.

No credit vouchers will be given for cancellations made within 7 days of your camp's start date. Please allow up to 30 days for refund processing.

What if my child is sick or can't make it to camp?

Please contact Customer Service by phone at 877.946.7797 as soon as possible. Please note, for single day camps, you may transfer your registration to another available camp or receive a credit voucher for future use, pending availability. There are no refunds.

Where do I drop off and pick up my camper?

In the morning, please park and walk in to the Museum through the north entrance (by the giant fig tree). The doors will be open at 8:45 AM. For pick up, campers will be walked out to the lawns near the end of the parking lot on the east side of the Museum at 4 PM. Look for the tents and tables. You may pull your car up to the curb and step out in order to sign your camper out. Please don't forget your photo ID.

Where do I park?

Parking is free in Balboa Park. You may park in any of the lots at any time or on the street after 9 AM. Parking can be a challenge during the holiday season, so plan to arrive early to find a space.

What if I am running late to drop off my camper?

For all camps, please notify Customer Service at 877.946.7797 as soon as you are able to do so. Please note, the doors to the Museum will be locked at 9:10 AM (10 minutes after camp starts) until 10 AM. If you are more than 15 minutes late to drop off your camper, a \$10 late fee will apply.

What if I need to pick up my child early from camp?

Please let your child's instructor know at drop off or alert Customer Service in advance (or as soon as you know) by phone at 877.946.7797 if you need to pick your child up early. The sooner we know, the easier it is to make arrangements for pick-up.

My child's friend is going to camp too. How can I make sure they are in camp together?

For the most part, if they are signed up for the same camp, at the same time, during the same week – they will automatically be in camp together. Check with each other (e.g., make sure the days/weeks are the same). That said, you can always let us know as well—on your Camper Release Form make note of the other camper's name (and authorize the other camper's parents/guardians for pick-up).

What if I need someone else to pick up my child?

Please make sure to fill out Camper Release Form with the person's name (as listed on their ID) and the phone number they can be reached at during camp hours. A photo ID will be requested upon pick-up. If your camper is carpooling with another camper, please make sure to add that camper's parent(s) to the Camper Release Form. If your plans change, please authorize the new person at drop-off or call Customer Service at 877.946.7797 to notify us of who will be picking up your child that day. We will not release a child to someone who is not on the Camper Release Form (this includes parents).

What if it rains?

Camps that have outdoor activities planned will be adapted to provide indoor fun. Parents will be notified on the day of if there are any significant changes to the pick-up procedure. Camps will not be cancelled because of rain.