

## Winter Camp FAQs

### **When does registration begin?**

Registration for winter camp begins Monday, October 29, 2018 for members and non-members.

### **When does winter camp run?**

Winter camps run Wednesday-Friday, December 26-28, 2018 and Wednesday-Friday, January 2-4, 2019. 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?**

Our single-day camps are \$59 for members and \$64 for non-members. Annual [family memberships](#) to the Museum are \$89 and will guarantee a discount on registration.

### **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 fill up, so it is strongly recommended you register early in order to reserve your spot. Camper medical history and camper release information is included in the registration process and must be provided before your camper can participate.

### **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 same-age peers.

### **Are Pre-K/Kindergarten, middle, or high school camps offered this winter?**

No, during winter break we only offer camps for grades 1-5. Full-week camps for Pre-K to 10<sup>th</sup> grade will return in summer 2019.

### **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 each day they are registered. Please make sure to list all allergies when you register. **Please note, due to the frequency of severe nut allergies, the Museum requires snacks and lunches be nut-free.**

**Why is camp at The Nat nut-free?**

Over the past few years, we have noticed a continual rise in moderate to severe nut allergies. In 2015, The Nat decided to institute a nut-free policy in our camps for the safety and well-being of all campers and staff. We appreciate your attention to providing nut-free alternatives.

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

Please list all allergies, intolerances, and medical issues upon registration. If medication is necessary at camp, please indicate the directions and include with the medication the day 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. With food allergies, we will monitor where children sit and make sure hands are washed before and after snack and lunch.

**Since camp is nut-free, do I still need to send my child's Epi-pen (or other allergy medication)?**

Yes. Campers will visit exhibitions and outdoor spaces that are accessible to the general public. In order to ensure your child's safety, please bring necessary medication to camp in the morning, and discuss administration, storage, etc. with your camp instructor.

**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 campers leave the Museum for exploration in Balboa Park. 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 or flip flops). 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 marketing purposes (e.g. photos of winter camps may be featured on the Museum's official social media accounts). 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 note your agreement to this policy upon registration by marking "yes" or "no" to opt out.

**How do I register my child?**

Registering [online](#) is the fastest way to register your child(ren) in winter camp. If you have questions, you may register in person or call 877.946.7797. Register soon, camps fill up quickly! Since this is a single-day camp program, you will need to register for each day separately.

**How do I register for multiple camps? How do I register multiple children?**

Download our [Registration Tips & Tricks](#) on how to complete registration for multiple campers and/or multiple camps.

**Is online registration secure?**

Yes, our website is secure.

**Will the Museum cancel camp if enrollment is low?**

No, there is no minimum number of registrations required 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 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 pickup procedure. Camps will not be cancelled because of rain.

**What if we need to cancel our camp?**

There is a \$5 cancellation fee per camper per camp. 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 [customerservice@sdnhm.org](mailto:customerservice@sdnhm.org) to cancel your reservation. Camps are not considered cancelled until you have received an email response confirming the cancellation. 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.

**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 3:45 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 pick up or 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.

*Note: If you are more than 15 minutes late to pick up or 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.

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

Upon registration, please make sure to fill out 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). 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 authorized with us by the parent.

**Do you have any other rules I need to know about?**

Fun and safety are our number one priorities. Campers are expected to show respect for their fellow campers, instructors, staff, the Museum, and the environment. Disruptive behavior and physical aggression are not permitted. If a problem persists, campers may be removed from the program with no refund. Please review behavior expectations with your child before their first day of camp. We want everyone to make friends and memories that last a lifetime and look forward to sharing the wonders of the natural world with your child.