



## Winter Camp FAQs

### When does winter camp registration begin?

Registration for winter camp begins on Monday, October 26, 2015 for members and the public.

### When does winter camp run?

Winter camps begin on Monday, December 21, 2015 and run through Wednesday, December 30, 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 the public. You can save \$5 when you register by December 17. Camps that visit *Maya: Hidden Worlds Revealed* require an additional \$11 fee to cover admission to the exhibition. Adventures in Archaeology and Mysteries of the Maya camps are \$69 for members and \$74 for the public. These camps are also eligible for a \$5 discount when you register by December 17. Annual [family memberships](#) to the Museum are \$79 and will guarantee a discount on registration.

	By December 17	After December 17
Single-Day Camps	\$53 members \$58 public	\$58 members \$63 public
Maya Single-Day Camps	\$64 members \$69 public	\$69 members \$74 public

### 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 same-age peers.

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

No, during school breaks we only offer camps for grades 1-5. Full-week camps for Pre-K to 8<sup>th</sup> grade will return in summer 2016.

**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. **Please note, due to the frequency of severe nut allergies in campers, youth volunteers, and staff, the Museum requires snacks and lunches be nut-free.**

**Why is camp at theNAT nut-free?**

Over the past few years, we have noticed a continual rise in moderate to severe nut allergies. Beginning winter 2015, theNAT 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 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 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. 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 eggs and Susie brought a hard-boiled egg for snack). 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).

**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 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 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 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 the museum's website with a navigation menu on the left. A red arrow points to the "Log-In Here!" link. The main content area features three sections: "Membership" with a "MEMBERSHIP" button, "Donate" with a "DONATE" button, and "Education Programs" with an "ADULTS" button. On the right, there is a calendar for February 2013 and an "ORDER BASKET" section showing a total of \$0.00 with "REVIEW" and "CHECK OUT" buttons.

Log-In Here!

View My Basket

Online Ordering

Memberships  
Learn More

Donations  
Give Now!

Education Programs  
Adults  
Family  
Lectures & Films  
Preschool & K  
Grades 1 - 2  
Grades 3 - 5

..... Membership .....

Join today and enjoy many valuable benefits throughout the year, including free general admission and guest passes.

MEMBERSHIP

ORDER INFO

..... Donate .....

You can make a difference! Support the Museum today with a gift to the Annual Fund.

DONATE

..... Education Programs .....

Adult Programs  
Get up close to nature in workshops, field outings, and day trips.

ADULTS

VIEW

FEB 2013

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

QUICK BUY

Choose Events

Choose Day

Choose Time

ORDER

ORDER BASKET

Total \$0.00

REVIEW

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 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 \$5 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 at [education@sdnhm.org](mailto:education@sdnhm.org) to cancel your 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.