



## HIGHLAND CREEK

# Highland Creek Summer Camps 2026 Policies & Procedures

### **Registration & Payment**

- **The full camp fee is due at the time of registration.**
- **\$25 of the camp fee is non-refundable**, regardless of the reason for cancellation.
- Camp fees are **non-transferable** to other Highland Creek camps, sessions, or programs.

### **Cancellation & Refund Policy**

- **Cancellations made more than 14 days (2 weeks) before the camp start date:**  
A refund of the camp fee minus the **\$25 non-refundable portion** will be issued
- **Cancellations made within 14 days (2 weeks) of the camp start date:**  
**No refunds** will be issued for any reason, including illness, schedule changes, or personal conflicts
- **Cancellation by Highland Creek due to low enrollment:**  
If a camp does **not meet minimum registration requirements** and must be cancelled, families will receive a **full refund**, including the \$25 non-refundable portion
- **No refunds** will be issued for missed days, late arrivals, early departures, or participant removal due to behavior

### **Non-Resident Registration Policy**

- Non-residents may register for summer camps beginning **April 1<sup>st</sup>**
- Non-resident registrations are subject to availability

### **Weather & Outdoor Camp Policies**

- Sports-related camps are held **outdoors**. Instructors provide regular water breaks, and some camps may include pool time or water activities
- Parents/guardians must:
  - Apply sunscreen before arrival each day
  - Send additional sunscreen if desired
  - Provide adequate water for the duration of camp
- **Weather-Related Cancellations:**

- Cancellation or delay due to heat, rain, lightning, or unsafe conditions is **at the discretion of the camp instructor**
- If a camp day is cancelled, instructors may offer:
  - A rescheduled make-up day **OR**
  - A prorated refund/credit
- **If a make-up date is offered, no prorate option will be available**, even if the camper cannot attend the make-up session

### **Late Fee Policy**

- Do not drop your child off **more than 10 minutes before** the scheduled camp start time
- Late pick-up fees may be assessed if a child is not picked up promptly at the end of camp
- Repeated late pick-up or failure to pay late fees may result in removal from camp and/or ineligibility for future programs

### **Behavior & Conduct Policy**

To ensure a safe and positive experience, **all participants must adhere to the following expectations and prohibited behaviors:**

#### **Participant Expectations**

- Show respect to instructors, staff, other campers, property, and facilities
- Keep hands, feet, and belonging to themselves
- Use appropriate, respectful language
- Participate in activities safely and responsibly

#### **Prohibited Behaviors**

- Bullying, harassment, or intimidation (verbal, physical, or digital)
- Physical aggression or threats
- Destruction of property
- Possession of unsafe or prohibited items
- Repeated disruption that interferes with camp operation or camper safety

**All disciplinary decisions are at the discretion of Highland Creek and camp staff and may include:**

- Verbal warning
- Temporary removal from an activity
- Parent/guardian notification
- Dismissal for the day

- **Expulsion from camp without refund** if behavior compromises the safety or disrupts the program

### **Health, Safety & Medical Policies**

- Parents/guardians must disclose medical, behavioral, or allergy information before the camp
- Camp staff cannot administer medication
- Children must be fever-free and symptom-free for at least 24 hours before returning to camp
- If a child becomes ill or injured during camp, a parent/guardian must be available to pick them up promptly
- Highland Creek reserves the right to remove a camper whose health or behavior poses a risk to themselves or others