

Welcome to The Adventure Club at Galaxy Play USA Super Summer Camp 2020!



Greetings TAC Parents!

Adventure Club summer camp at Galaxy Play will be a phenomenal experience for children enrolled within this dynamic camp! Your Welcome Packet includes:

- ✓ Daily Schedule of Activities
- ✓ Payment, Reservation Change, and Withdrawal Policy
- ✓ Consent/Waiver Form (*A signed copy will be provided upon request*)
- ✓ Child Illnesses & Injuries, Administering Medications, Behavioral Guidelines & Late Pick-Up Policy

There will be "Tribes" organized by rising grades. Each tribe will have an opportunity to come up with their very own "Tribe Name" and make their own special banner. To create consistency and familiarity throughout summer camp, each tribe will have the same assigned mentors.

Included in your child's summer fun experience:

- **Field Trips** ~ Each Tribe will have their own fun filled day.
- **Weekly Themes** ~ A camp flyer is attached for all the details of weekly themes which will include Arts & Crafts, Games, Team Projects, Outdoor Play, Movie & Story Time and much more.
- **Extracurricular Activities** ~ Bounce House fun and Arcade Machines (.25 per game)
- **Breakfast & Afternoon Snack** ~ Breakfast will be served from 8-9am and afternoon snack from 2-3pm.
Parents will need to provide a picnic packed lunch daily with **ICE PACKS!**

Please don't hesitate to give us a call with any questions! Thank you for giving us the privilege of providing exceptional care to your children.

We look forward to seeing you soon!

Donna Thornton-Roberts, Owner
Deanne Sowers, Site Chief Operational Manager

Casey Gutierrez, LIVE AGENT & Account Specialist:

www.the-adventureclub.com (CHAT LIVE w/ Casey)

or Text (540)200-7877 - Immediate - 24-hour response time on weekdays

Adventure Club Email: tac@the-adventureclub.com 24 - 72 hour response time

Main Office: 540-382-3783 Hours: Monday – Friday from 8:30 am – 4:30 pm

Galaxy Play & Main Office: Scattergood Drive, NW Christiansburg, VA 24073

Child Illnesses & Injuries

Illness



- Sick children should be separated from the group and made as comfortable as possible.
- The parent/guardian will be called if a child vomits or has a fever above 99.0 to pick the child up as soon as possible (*within an hour is ideal*).
- If a contagion is discovered at our facility we will post the issue next to the tablet or laptop where parents clock their children in and out.
- If your child is contagious they cannot attend our program until 24 hrs after the illness subsides.
- TAC has a NO NIT POLICY!!! If head lice/nits are seen on a child, they will be separated from the group and the parent will be called to pick up child as soon as possible (*within an hour is ideal*). Upon the child's return, they will need to be checked and cleared before the parent

Injury or Broken Limb



1. If a child is injured:

- a. Our staff will administer 1st Aid as necessary and make the child as comfortable as possible
- b. Parent will be notified by phone and/or accident report
- c. An "Accident Report" will be completed for you to sign (*Any injury to the head results in an "Accident Report" even if no external symptoms are present*)

2. If a child breaks a limb:

- a. Our staff will call 911, and then call the parents
- b. Our staff will call our Main Office
- c. Our staff will notify the school's office (*applies during school year only*)
- d. Our site manager will ride in the ambulance with the child

New Virginia Licensing Requirement: If a child is injured while in our care, but is not transported to an emergency care facility from our care; after you pick your child up and you decide later to seek medical care, please notify us within 24 hrs of seeking medical care as we are mandated to report this incident to the VADSS of the child's injury and outcome. **Our main office # is: 540-382-3783.**

Missing Child



If a child goes missing:

- a. Our staff will call our Main Office
- b. Our staff will notify the school's office (*applies during school year only*)
- c. If the child remains missing our staff will call 911, and then call the parents

Each Adventure Club child, while enrolled in our program, is insured with a supplemental accident policy.

If your child is injured in our care, your child's accident will be covered by our supplemental accident insurance policy. As a supplemental policy, a parent must submit the claim to their primary insurance carrier first. After this has been done, our liability insurance will cover the remaining balance.

If a parent does not have insurance, our claim will be submitted to cover expenses.

THE ADVENTURE CLUB ~ SUMMER LATE PICK-UP POLICY

PURPOSE:

To maintain the integrity of the program, respect the hours of operation, and consider TAC's employees that have family and/or other obligations to tend to.

POLICY:

The Adventure Club at Galaxy Play summer camp location closes at 6:00 pm and all children are expected to be picked up by this time. If a parent/guardian arrives after 6:00 pm, a late pick-up fee will be charged to the parent/guardian.

NO EXCEPTION POLICY:

If the person responsible for picking up the child is late for **ANY** reason, ie; flat tire, weather conditions, heavy traffic, leaving work late, etc., a late pick-up fee **WILL BE CHARGED!** This rule makes it less complicated to apply this policy to everyone consistently and fairly with no special regards.

PROCEDURE:

If you know you're running late please contact our main office at: (540) 382-3783 before 5:45 pm to let them know the anticipated time of pick-up. ***Calling DOES NOT mean you won't be charged a fee!***

If a parent/guardian has not contacted our main office by 6:05 pm, the protocol below will be followed:

1. The parent/guardian will be called.
2. If the parent/guardian cannot be reached, we will call from the child's emergency contacts, and continue to attempt calling the parent/guardian. This process will continue until 7 pm.
3. If by 7 pm we're still unable to reach a parent/guardian or an emergency contact, we will then call the **Christiansburg Police Department** at (540) 382-3131, who may also require us to contact **Child Protective Services** at (800) 552-7096.
4. The staff member who is supervising the remaining child/ren will complete the Late-Pickup Report and the parent/guardian will be asked to sign it. A copy of the signed report will be given to the parent/guardian and a copy will go to our accounting department for processing.

VALID CLOCK OUT TIMES:

Clock out times are monitored by The Adventure Clubs site computer time **ONLY!** Times from other sources will **NOT** be considered to accommodate a parent's late arrival. No Exceptions!

LATE PICK-UP FEES:

- Clock out time from 6:01 pm and going forward will incur a **\$1 per minute** fee that will be charged until the child is clocked out of the computer.
- The next business day, the accounts manager will process applicable fees to the parents account ledger and notify the parent by email with a statement of charges attached.
- If late pick-up occurs in excess of 3 times, a 3 day suspension will be implemented immediately following the 3rd late pick. If late pick-up continues, childcare services may terminate.

Administering Medication



If your child has an Epi-pen, Inhaler, etc., and you feel we need to keep these on hand while in our care, you will need to complete a Medical Consent and give it to the Summer Camp Mentor @ Galaxy Play, along with the medication in its original packaging.

Noteworthy Regarding Medicines at The Adventure Club

- Medicine must be labeled with the child's first & last name, amount of medicine in the container, and anticipated time of dosage.
- Short term use = 10 days or less of an over the counter medicine requires parent consent only.
- Long term use = 60 days of a prescription medicine requires physician consent.
- Medical consent forms expire every six months and will need to be re-submitted if we need to continue to keep a medicine on site.
- If an authorization expires, the parent will be notified immediately and will be required to complete another consent form or pick up any remaining medication. If medication is not picked up within a 14 day period The Adventure Club will dispose of the remaining medicine.
- Medicines are kept inside a locked cabinet or a lock box. The exceptions are Epi-pens and Inhalers which may be kept in a medical pouch kept on the person of a MAT trained staff member. These must be easily accessible by our staff but out of reach of children.

7 Expectations of Adventure Club Children ~ Summer Camp 2020!

It is always our pleasure to provide families with childcare. What we do for families in summer camp though differs from the care families receive during the school year. During the school year we have more resources available to help us mentor & guide children when behavioral issues occur.

During summer camp, parents choose our program over many others to give their children a fun filled and memorable summer experience, and so we want all children attending our camp to know that their parents have paid for their privilege to attend, and help them understand that bad behavior could result in unwanted consequences.

Please review these expectations with your child often! If we are all on the same page we can work together to solve problems before they start.

1. Treat others the way you would like to be treated-we have a Bully Free Zone!
2. Listen to the teacher the first time directions are given.
3. Respect everyone's personal space.
4. Share with others and take turns.
5. Use inside voices when inside, playground voices are for outside.
6. Use "walking" feet inside.
7. Always do your best! Do what is right, not what is easy.

What happens if my child receives a behavior write up?

Level 1 Behavior Examples: Name calling, screaming, not following directions, defiance, etc.

- This level of behavior is handled by documenting the incident and reviewing with parent.
- If a **minimum of 5** L1 write-ups occur within a 2 week period, there will be a written warning and a meeting with the parent.
- If a **an additional 2** L1 write-ups occur within *the same 2 week period*, there will be a second written warning and meeting with the parent.
- If after the second warning any additional L1 write-ups occur, an immediate 1 day suspension will be given.
- After 3 suspensions the manager and/or CEO may decide to separate care.

Level 2 Behavior Examples: Includes level 1 behavior and spitting, throwing objects, damaging property, etc.

- This level of behavior is handled by documenting the incident and reviewing with parent.
- If a **minimum of 3** L2 write-ups occur within a 2 week period, there will be a written warning of possible suspension and a meeting with the parent.
- If a **an additional 2** L2 write-ups occur within *the same 2 week period*, a second written warning with an immediate 2 day suspension will be given.
- After 2 suspensions the manager and/or CEO may decide to separate care.

Level 3 Behavior Examples: Includes level 1 & 2 behaviors and causing/threatening harm to themselves, a friend, or staff member, running away, etc.

- **1st Level 3 Behavior Write-Up:** The parent will be called to pick their child up within 30 min's unless the occurrence was in the last hour of the day. A written warning and immediate 3 days suspension will follow, and the manager and/or CEO will discuss a corrective plan of action with the parent before the child's return.
- **2nd Level 3 Behavior Write-Up:** At this time, the manager and/or CEO may decide to separate care.

Safe Bus Traveling Rules

Many of our summer camp children will have already experienced riding on a school bus and know how important it is not to be loud and remain sitting at all times. Please remind your children of these safety rules to ensure a safe field trip.

Fees, Tuition & Payment Policy

Weekly Tuition Fees: \$130 - 1 Child \$247 - 2 Children \$351 - 3 Children Each Add't child - \$104

NON-REFUNDABLE Fees:

Registration Fee: \$25 per child **Activity Fee:** \$75 per child

- **Payment Processing:** Auto-debited each Friday morning for the following week of attendance.
- **Payments Returned NSF:** Payments returned **Unpaid** by your credit card/bank for **NON-Sufficient Funds** will be **charged a \$35 NSF fee!**
- **Other Returned Payments:** Payments returned **Unpaid** due to closed account, fraudulent activity, etc., an email notification will be sent to you requesting updated payment information be provided **No Later** than 6 pm on Tuesday. Payment information not received by this time **WILL be charged a \$35 late fee.**
- **Registration/Activity Fees:** All these fees are NON-Refundable!
- **Tuition Fees:** Due to limited space, once your weekly tuition is debited from your account, there are **NO REFUNDS** if your child is a no show due to changing mind, illness, head lice, vacation, etc.
- **Need Help? Chat w/ Casey:**
www.the-adventureclub.com - LIVE CHAT with Casey on our website
Text: (540) 200-7877 * Immediate - 24-hour response time on weekdays
Adventure Club Email: tac@the-adventureclub.com
24-72-hour response time

Reservation Change & Withdrawal/Separation of Care Policy

- **Reservation Change:** We require a minimum 1 week's advance notice to the Casey, our Account Specialist, via email tac@the-adventureclub.com OR LIVE CHAT www.the-adventureclub.com to change weeks if availability allows. **All tuition is completed on Friday mornings, if the change has not been given at least 7 business days before that Friday, the change cannot take place.**
- **Reservation Cancellation:** **We require a minimum 2 week's advance notice Casey, our Account Specialist, via email tac@the-adventureclub.com OR LIVE CHAT www.the-adventureclub.com to cancel any/or all weeks.** If the minimum notice is **Not Received** in the required time frame, you **WILL be charged \$130 for the week!**
- **Separation of Care:** Suspension and/or Termination of care are never an easy decision for us, but there are times when it becomes necessary if we have exhausted all other resources to resolve an issue.
 - If a child needs to be suspended due to behavioral issues that are not in-line with our Behavior Policy, there will be no refunds of registration fees, activity fees, and/or tuition fees.
 - If a child needs to be terminated due to unresolved behavioral issues that are not in-line with our Behavior Policy, there will be no refunds of registration fees, activity fees, and/or tuition fees.
 - If a child is not able to attend due to an injury that occurred while in our care, a sudden death or long term illness with the child or in the family that causes a financial hardship, any **unused portion** of the weekly tuition fee will be refunded. However, registration & activity fees are NON-Refundable.
 - Parent's choice to separate of care due to a Head Lice outbreak does not constitute any refunds of registration fees, activity fees, and/or tuition fees. Our facility is open to the public and therefore these risks may occur.