

Spring Break Camp - FAQ



Can I get on a waitlist?

We do maintain a waitlist. Please call us at 515-278-5286 ext. 110 to be added. When a cancellation is made for camps, we will call the first person on the list and give them 24 hours to respond. If they decline or fail to respond we will continue down the list.

What is the camp cancellation policy?

The camp fee for each 5-day camp includes a \$50.00 non-refundable processing fee. The camp fee for each 1-day camp includes a \$10.00 non-refundable processing fee. All requests for cancellations must be received in writing at least two weeks prior to camp. Send requests for cancellation to adminasst@LHF.org. Any cancellations received after the two week deadline will not receive a refund.

Can I stay with my child in camp?

Camp is a program designed for children who can remain in a group setting without parental involvement. Exceptions are made for children needing an interpreter or one-on-one liaison. We do offer a family camp that is designed for parents and children to experience camp together. For family camps, adults must stay with the children they have registered.

Do you provide snacks?

No. Some camps do cook, but this is not on a daily basis. We do provide a snack time should you want to send something with your child.

What about lunch?

Camp is a "high energy" activity, so campers should eat a hearty breakfast before arrival. Campers must bring a lunch. Refrigeration and microwaves are not provided.

For family camp, you will be preparing a noon meal. If you or your child has a food allergy or are picky eaters, it is advisable to bring a lunch with you. You will be unable to leave camp to get food.

How should I dress?

Camp will take place inside and outside, so dress in layers.

Can I bring a backpack?

Yes, they are a convenient way for your camper to carry their belongings.

Are t-shirts or camp photos available?

We do not sell t-shirts or photos at our spring break camp. However, you will have the opportunity to pre-order souvenirs. See the pre-camp email for more information.

Do you have before and after care?

No, before and after care is not available for spring break camp.

What are sign-in and sign-out procedures?

You will receive a pre-camp email three weeks prior to camp, which will list your camper's assigned flag color. Add daycamp@LHF.org to your email contacts to be sure you receive this email. Please take your camper to their flag color. Campers need to arrive between 8:45am and 9:00am. Counselors will not be out to meet campers until this time.

Campers will return to the flag area at 4:00pm to be picked up. Due to additional responsibilities, our counselors are unable to stay with campers past 4:15pm. Please make sure you have arrangements for them to be dropped off and picked up.

In order to increase safety for your children, each camper will need to be signed out by a parent or authorized adult. You will need to show a picture ID in order to pick up a camper. We will be checking IDs every day. Please let your counselor know who is authorized to pick up your camper on Monday morning. If a person not on our list or someone without an ID tries to pick up your camper, we will call you for authorization.

What are the camp rules?

We are a Character Counts! ® organization. Campers are expected to behave appropriately. Rules are reviewed on Monday morning. In the event a child is disruptive, a time-out may be used. If disruptive behavior continues or is severe, the parent will be called to help find a solution. If improvement is not realized, we will call you and ask you to pick up your child. At our discretion, your child may be allowed to return to camp the following day.

Rules are as follows:

- Listen and follow directions
- Participate in camp activities
- Respect others
- Respect property
- Have fun!

I registered for camp, but didn't receive a confirmation email. Why?

If you haven't received an email confirmation of your registration, please check your junk/spam folder to see if the email is there. Or you may have mistyped your email address. Please send us an email at adminasst@LHF.org or give us a call at (515)278-5286 to confirm your registration.

Got to camp late? Need to leave early?

Please call the Camp Director if you will be arriving late (202-6269) so that the camp group does not sit waiting. If your camper needs to leave early, let your counselors know the morning of.

Checklist

The following items are required:

- Closed-toe shoes
- ID for guardian
- Lunch

We also recommend:

- Hat
- Gloves
- Snow appropriate shoes if there is snow on the ground
- Water bottle
(We provide water throughout the day)