

Wymbin Camp Policies

These policies apply to all camps hosted through Wymbin including: KINDer Camps, Camp Wymbin, and Makers Camps. By registering for a camp with us, you agree to these policies & terms.

CANCELLATION & REFUND POLICY

All cancellation requests must be submitted at **least 2 weeks prior** to the camp/lesson start date. **Cancellations less than 2 weeks from the start date are not eligible for credit or refund.** Refunds and credit are subject to a \$50 cancellation/administration fee **per registration.**

- **REFUND CLARIFICATION EXAMPLE:** If you require a refund, there is a \$50 administrative fee per registration (per child, and per week). For example, if you have two children registered in the same week, this counts as two registrations (2 x \$50), or if you have one child registered for two weeks, you also have two registrations (2 x \$50).

Please note that credit notes will expire 12 months from the date of issue. This credit note can be used within your family towards any of our programs offered. Once a credit is issued to you, it cannot be converted to a refund.

There are no credits or refunds for missed days due to changed work or vacation schedules, sick days, or other non-emergency reasons.

We recognize that extenuating circumstances exist. For cancellations due to medical illnesses, or for any other compassionate reason, please apply in writing to hello@wymbin.com (no more than 14 days after the end of the program) for a potential credit. If the reason is medical or illness please include official documentation.

DROP-OFF & PICK-UP POLICY

- Full Day Camps: Drop-off is between 8:00 - 9:00am and pick-up is between 4:00 - 5:00pm.
- For drop-off & pick-up outside of these hours, please make arrangements with our team so that teachers can coordinate camp activities appropriately.
- If you are more than 10 minutes late to pick up your child, please note that you will automatically be charged \$1 by the minute, due at time of pick up.

NUT-FREE FACILITY

Due to the risk of severe allergic reactions, Wymbin is a nut-free facility. Please ensure all lunches and snacks are school-safe and free of any nuts.

CELL PHONES AND PERSONAL DEVICES

We ask that cell phones and technology be left at home while your child is at camp. If a child has a cell phone or other personal device, we will store it at the front desk and return when they are picked up.

SAFE SPACE POLICY

At Wymbin, we emphasize learning through play and encourage creative problem solving and conflict resolution, and risky play (within reason). With that said, it is never appropriate for a student to harm themselves, others, a teacher, or property, or to put themselves or others in a potentially harmful situation.

It is expected that all Campers are able to follow instructions and participate with the group activity safely. In the instance that a Camper is displaying unsafe behaviour or is unable to participate with the group, a parent will be called for early pick-up. In the instance of multiple issues, the Camper may be asked not to return.

Incidents can be described as any inappropriate or physical behaviour (ie pushing, shoving, hitting, inappropriate language, destruction of property, etc.) Wymbin staff will use their discretion to determine which actions are problematic and warrant escalation.

SICKNESS POLICY

In order to safeguard the health of all children attending camps, our philosophy is that children and staff have the right to participate and attend summer camps that promote and provide a healthy environment. If your child is not well enough, they should be kept at home. Children are required to be kept at home if they have any symptoms of a fever over 38C, diarrhea, vomiting or a new or unexplained cough and/or rash.

If it has been determined by staff that a child shows any symptoms as outlined, the parents will be notified and asked to pick up their child 30 minutes from the time of notification. If parents fail to answer the phone or return emails, the emergency contact will be notified and asked to pick up the child.