

# Policies & Procedures

## National Tennis School and National Kids Camps policies

### **Sign-In, Sign-Out**

We realize that this is a bit of a hassle, but we want to ensure the safety of your child. You are asked to sign your child in and out each day. This allows us to track your child's attendance and for security reasons to make sure that we know who is picking them up at the end of the day.

### **Nut Awareness**

National Kids Camps provides a nut free camp environment. We do not provide any foods that contain nuts and nut products and we strongly encourage families to refrain from sending foods with nut products to camp.

Staff training regarding life threatening allergies ensures a proactive approach to food safety. Our staff are CPR and First Aid trained so that they will respond appropriately should there be an anaphylactic reaction.

### **Receipts**

Did you know that receipts for camp are tax-deductible?

As soon as you complete registration, you will receive an official receipt. It will be sent by email along with your confirmation.

### **Cancel Registration:**

There are no refunds for cancelled registrations EVEN FOR COVID-19. Only a credit is available.

### **Credit:**

You can receive a credit for your full amount paid with no cancellation fee as long as it is completed before June 1, 2022 for summer camps or February 10, 2022 for March Break Camps. For COVID Related issues you will received a 5 year credit.

This credit allows you to register in a National Kids Camps at a future date this year or the following year. It expires on Sept 1, 2021. Your camp credit is transferable to any person and may be used for any National Kids Camps. Only available at participating locations.

### **Change Registration:**

Our deadline for changes to your camp registration is June 1, 2022.. After this date, a change fee of \$20 per change will be levied. We will provide confirmation by email of your change once we have received your payment by credit card.

### **Post-Dated Cheques:**

You may pay your camp fees by post-dated cheque. However, please be advised that your child's spot in camp for that week is not guaranteed until your cheque has been received and cleared by the bank. In order to reserve your spot instantly, please complete our online registration form and make payment by credit card. Otherwise, you run the risk of having the camp fill up before your cheque has been received.

### **Extreme Heat Policy**

A heat warning is automatically declared when Environment Canada forecasts a humidex of 40 or more for at least two consecutive days.

Our staff understands the damaging effects of overexposure to the sun's rays and so we have established some specific policies that protect our campers and still allow them to enjoy the outdoors. Our staff teaches campers to protect

themselves by asking them to do the following:

1. wear a hat
2. wear light coloured clothing
3. always wear sunscreen – waterproof sunscreens are designed to last the entire day including up to an hour in the water. Sunscreen reminders are made several times throughout the day and campers are encouraged and assisted by counselors to re-apply during the day. Waterproof sunscreen should be applied at home prior to arriving at camp.
4. stay in the shade or in the pool as much as possible
5. take frequent breaks
6. increase fluid intake

### **Rain or Shine**

All camps will operate rain or shine. Unfortunately, we do not offer refunds for inclement weather.

### **Administering Medication**

National Kids Camps will administer medication only after parents have completed a “REQUEST FOR ADMINISTRATION OF PRESCRIPTION MEDICATION” form. This form provides permission to employees of National Kids Camps to administer medication and/or emergency injections to campers during camp hours as per details provided on the form. Administration of medication will not be provided without this completed and signed form. The parent/guardian of a camper with a serious health concern is strongly encouraged to have proper identification on the student at all times (i.e., Medic Alert Bracelet) and is responsible for providing, in advance, medication/supplies for any treatment required in a life-threatening situation. These

health concerns include, but are not limited to: severe allergies and anaphylactic shock, severe asthma, seizures and diabetes.

### **Epipens, Life-threatening Allergies**

We have a perfect safety record in dealing with life-threatening allergies. In today's climate it's something that is quite common. Staff training regarding life threatening allergies ensures a proactive approach to safety. Our staff are CPR and First Aid trained so that they will respond appropriately should there be an anaphylactic reaction. Please be sure to complete a "REQUEST FOR ADMINISTRATION OF PRESCRIPTION MEDICATION" form if your child carries an epipen. See "Administering Medication" above.

Please bring two (2) epipens and one (1) photo of your child to camp. Your child should keep an epipen on them at all times (in a fanny pack) and we will keep the other in our first aid kit, which is always close by. Sending a small photo of this camper is also very helpful.

### **TENNIS LESSONS**

Tennis Lessons: Group and Private

Please do not forget to bring Tennis Racquet & Comfortable clothing. We will supply the balls

### **WHAT TO BRING**

Summer Tennis Camps: Amberwood, Barrhaven, Tennis Centre West Ottawa, City View, Britannia Yacht Club:

Please do not forget to bring: Tennis Racquet, Comfortable clothing, Bathing

suit, Towel, Water bottle, Lunch, hats, sunblock and healthy snacks.

### Summer Survivor Camp for Camp Fortune:

Please do not forget to bring: Comfortable clothing, Water bottle, Lunch, Hat, Sunblock and Healthy snacks.

### Go Girl: Holy Trinity, Sacred Heart, and St.Patricks

Please do not forget to bring: Comfortable clothing, Bathing suit, Towel, Water bottle, Lunch, Hat, Sunblock and Healthy Snacks

### Summer Sail and Serve Camp for: Britannia Yacht Club:

Please do not forget to bring: Tennis racquet, Life Jacket, Comfortable

clothing, Bathing suit, Towel, Water bottle, Lunch, Hat, Sunblock, Sunglasses, and Healthy snacks

### Mountain Bike Kids: Kanata Lakes:

1. Signed waiver
2. Mountain Bike (tuned up and ready to go)
3. Helmet and gloves (knee and elbow pads recommended)
4. Lunch and lots of healthy Snacks
5. Spare inner tube and portable bike tools
6. Water bottle and light back pack (or Camelbak) for riding and carrying gear
7. Rain gear – riding rain or shine!
8. Change of clothes, swimsuit and towel, extra running shoes

### Mountain Bike Kids: Camp Fortune:

1. Signed waiver

2. Mountain Bike (tuned up and ready to go) or Call in advance to rent a bike
3. Helmet and gloves (knee and elbow pads recommended)
4. Lunch and lots of healthy Snacks
5. Spare inner tube and portable bike tools
6. Water bottle and light back pack (or Camelbak) for riding and carrying gear
7. Rain gear – riding rain or shine!
8. Change of clothes, swimsuit and towel, extra running shoes

If you do not have a racquet check out:

Head racquets at Tommy and Lefebvre for the best deals in town!

Just tell them National Tennis School sent you.

Also don't forget to check out our other camps at [www.nationalkidscamps.com](http://www.nationalkidscamps.com)