

Summer Nature Camp FAQs

Q: What's the cancellation policy? Does it matter why I need to cancel?

A: Camp fees, minus a \$10 processing fee may be refunded, upon request, if the participant's spot can be filled. The processing fee will automatically be deducted from your refund. If Cleveland Metroparks finds it necessary to cancel a camp, participants will be notified, and all fees will be refunded.

Q: If I add a camp spot to my cart, does that guarantee I will get the space?

A: Please understand - your selection is not held for you during the checkout process. Your child is not officially registered until you complete the process, make payment, and receive your confirmation email. *Insider Tip - in order to check out as quickly as possible and secure your spot, consider creating your account (with credit card information entered) in advance.

Q: What if my child is exposed/ tests positive for Covid before camp?

A: If your child is exposed/tests positive to COVID before camp, please call the nature center leading the camp for more information on our current Covid exposure policy.

Q: What Covid guidelines are in place for camps? Do children have to wear masks?

A: There may be changes in camp guidelines due to any current public health concerns. When registering, please know Cleveland Metroparks will adapt policies based on the current climate. It is unlikely refunds will be given for camps due to camp changes. Children will have the option to wear masks if preferred.

Q: What if my child ends up sick during the days leading up to camp?

A: If your child was sick but is now feeling better and has no fever or other symptoms, they are welcome to attend camp. If they are still sick, please keep them at home and call the nature center leading the camp.

Q: What if my child ends up sick or injured during camp?

A: Each camp is led by Cleveland Metroparks staff that are certified in CPR and First Aid. If a camper is sick or injured, we will assess the situation and then contact the parents.

Q: Can I drop my child off early?

A: Unfortunately, we are not able to have children dropped off early for camp. Our staff will be busy with final preparations for the day and are not able to supervise your child. Please do not plan to arrive more than ten minutes prior to the start of your child's camp.

Q: What if I am running late for pick-up?

A: Please call the nature center leading your camp and let them know when you will be there. While we do understand that things happen, our staff needs to clean up and prepare for the next day. If campers are not picked up in a timely manner, a late fee of \$5 per camper for every 15-minute interval past the pick-up time may be charged to your account.

Q: I have multiple children but they are not in the same age group, can they come together to camp anyway?

A: Our camps are designed for specific age groups and we cannot make exceptions for siblings or friends. There are opportunities for children ages 3 to 17, with over 70 different camp opportunities throughout Cleveland Metroparks.

Q: Who will be leading these camps? What are their qualifications?

A: All camps are led by professional Cleveland Metroparks education staff. All staff are CPR/First Aid Certified and group size is limited for proper adult to minor ratios. Some camps may have a volunteer assisting with activities. Volunteers have been specially vetted as part of their onboarding process.

Q: I received an error message when trying to complete the checkout process. What does that mean?

A: This error message most likely means the camp sold out to other registrants before you could complete your checkout. Try refreshing the page or revisiting the camps listing to see if it is now indicating “join waitlist”, see next Q for more information.

Q: I tried to register my camper for a session that says “join waitlist.” What does that mean?

A: If a session is indicating “join waitlist,” that session is currently full. We do recommend you still join the waitlist. If a child withdraws from camp, a spot is opened for a new camper from the waitlist. It also lets Cleveland Metroparks know what the demand for that camp is, allowing us to adjust the camps we offer in the future.

Q: Do you offer financial aid for camp?

A: Yes, we have camp scholarships available. Children may be eligible for one scholarship each year, please contact your nature center for more information on eligibility requirements and deadlines.

Q: Do you offer any discounts for camps?

A: No, Cleveland Metroparks does not offer any discounts on summer nature camps, but scholarships may be available. Contact your nature center for more information.

Q: May I transfer my child to a different session of camp?

A: No, camp registrations may not be transferred to other camp sessions.

Q: What is the process for checking in and checking out my camper?

A: Each individual location may have their own drop-off location and procedure, please watch your email for communication from your specific camp. Please be sure to walk your child to their drop-off location, do not send them to the meeting location on their own! When picking your child up, please arrive on time and have your driver’s license ready. All individuals picking up campers **must** be listed as “authorized for pick-up.”

Q: Can you accommodate children with disabilities and/or special needs?

A: Our staff can adapt many programs to be accessible to most children who would like to participate, assuming they meet the essential eligibility criteria. Please contact the nature center leading the specific camp you have questions about, they can best assist you. Together we can determine if this camp will be a good fit for your child.

Q: Do you accept donations to help other children attend camp?

A: Yes, we appreciate donations to help other children attend our camps. Please visit Cleveland Metroparks website, donations can be made online to support the *Outdoor Education Fund*. Donations go directly towards the cost of camp for children in need.

Q: My child will need medication during camp. Can you accommodate this?

A: Yes, please ask your camp leader for the 'Request for Medication Administration' form in addition to the standard waiver. They will work with you to get the information needed.

