

FREQUENTLY ASKED QUESTIONS ABOUT CAMP -Revised 2022
I have highlighted the ones I need replaced.

REGISTRATION and CANCELLATION/REFUND

- How do I register for camp?*
Camp registration is completed online or if you need assistance, please contact our Education department at 860-572-5955 ext. 431
- Do I have to pay for the camp at the time of registration? *
Yes, payment in full is required at the time of registration.
- Can I change my camp session to another week of camp? *
Yes, camp session dates can be changed as space allows. Please contact our Education department at 860-572-5955 ext. 431
- What is the cancellation policy? *
All cancellation and refund requests must be submitted in writing to the Education department at educationinfo@mysticaquarium.org. Cancellations received 30 or more days prior to the registered camp week will receive a 100% refund. Cancellations received 29-15 days prior to the registered camp week will receive an 80% refund. Cancellations received within 14 days of the registered camp week will be considered on a case by case basis by the Camp Director. A minimum of a 20% cancellation fee will be charged.
- How do I receive a receipt for tax purposes? *
Please refer to the Camp Parent Handbook for information on obtaining the tax ID or notify the Camp Director on the first day of camp.

PAPERWORK and CAMPDOC

- What paperwork will I need to have completed? *
A complete list of paperwork needs is listed in the Camp Parent Handbook but we require camper information, a health form completed within the last 3 years with immunization dates, Administration of medication form if needed and an Individual Plan of Care to let us get to know your camper a little better.
- Do I need to screen my camper for Covid 19 prior to camp starting? *
Yes, a Pre-Camp Health Informed Consent and Health Affirmation will be emailed to the caregiver of each camper. This is to be returned to the camp director prior to the camp week starting.
- When is my paperwork due?
Camp paperwork is due no later than one week prior to the start of your camp week session. Late paperwork will result in your camper missing camp time.
- Is a recent school physical accepted in place of the Mystic Aquarium form? *
Yes, if the physical has been completed within the past 3 years and includes the record of vaccinations.
- What is CampDoc and how do I access it?
CampDoc.com is a secure, electronic system that organizes and protects all required paperwork for Mystic Aquarium camps. The Camp Director will send you a welcome email when your CampDoc login credentials are available; you will not be able to log into CampDoc until you receive this email. All registered campers will then receive a follow up email from CampDoc.com with detailed instructions on how to submit required health forms and paperwork. The website is secure, encrypted, and password protected. If you have used CampDoc.com for Mystic Aquarium in the past, the previous year's information will be visible, and you will be able to update it as needed. You cannot transfer information between facilities on CampDoc.
- What is the itinerary and how do I get one? *
The itinerary is specific to each camp and will provide information on daily themes, packing lists, and more. The itinerary will be emailed to the email address provided during registration at least one week prior to the camp week starting.

STAFF INFORMATION AND ACCREDITATION

- How old are your staff? *
Camp staff are required to be at least 21 years of age and camp volunteers are at least 16 years of age.
- Are your staff trained in first aid and medication administration? *
Camp staff are trained in First Aid, CPR, AED and medication administration.
- How many staff are there in a camp? What about on a field trip?
The staff to camper ratio is as follows: PreK-K camp 1:6, Grade 1-3 and 4-6 camps are 1:8, Grade 7-10 camp 1:10. If additional staff are needed for any reason, they are scheduled as appropriate.
- What experience does your staff have with children? *
All Mystic Aquarium summer camp staff have experience working with children at informal learning centers, schools and children's group sites.
- What does accreditation mean? *
To ensure the highest standards are being met, Mystic Aquarium summer camps are accredited through the American Camp Association (www.acacamps.org) as well as licensed by the State of Connecticut (<https://www.ct.gov/oec>). In order to obtain certification as a state licensed youth camp, we undergo an extensive review and inspection process to affirm that we exceed all the state requirements for health, cleanliness, and food service as well as emergency management plans, health care, management, staff training and performance review. Accreditation through the American Camp Association is a voluntary process that goes above and beyond the state licensing requirements and demonstrates Mystic Aquarium's commitment to ensuring your child is in a safe, nurturing environment.

CAMPS IN GENERAL

- My camper is advanced for their age, can I register them for an older age camp? *
Each camp is tailored to the specific grade ranges; please register your camper for the most socially and academically appropriate range.
- Do young campers need to be toilet trained? *
As a requirement for camp participation, all campers must be fully toilet trained, being able to use the bathroom independently is imperative and essential to fully participate in this program
- Do I need to provide lunch and a snack*?
Please pack a lunch, morning and afternoon snack each day for your camper. Campers do not have the ability to purchase lunch at the café. Please have an ice pack in the lunch bag to keep perishables chilled. There are local places where you can purchase lunch items, if necessary, before dropping off your camper.
- What time does camp start and when do I drop off my camper?
All camps begin at 9:00am, with the exception of Animal Spotlight which begins at 1:00pm. Please plan to have your day camper at the Aquarium for 8:45am.
- What is a typical day at camp?
Every day is different! An example of a day of programming from a Grade 1-6 2021 camp is:
 - 9:00 Check in
 - Watch a penguin session and speak with a penguin trainer
 - Penguin class
 - Visit Bird Aviary
 - Lunch
 - Activity on adaptations of dinosaurs
 - Craft
 - Visit Jurassic Giants

- Extinction vs conservation
- Journal
- Dinner Talk
- 4:00 Leave for the day
- Who do I call if I have additional questions on camp, camp paperwork, or camp activities? *
Please call our Camp Director at 860-572-5955 ext. 158. Camp Offices are staffed during regular business hours (8:00am-5:00pm), Monday through Friday. All calls and messages will be returned within 24 hours and messages left on weekends, after hours and on holidays will be returned within the next business day.