FREQUENTLY ASKED QUESTIONS ABOUT MYSTIC AQUARIUM SUMMER CAMP

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. Cancellation received 30 or more days prior to the registered camp week will receive a 100% refund. Cancellation received 29-15 days prior to the registered camp week will receive an 80% refund. Cancellation 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 Summer Camp Caregiver 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 Summer Camp Caregiver 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.

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 camp 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.
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 organizations 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.

COVID 19 INFORMATION

Is my camper required to be vaccinated against Covid 19?
* Campers attending our general camps are not required to be vaccinated for Covid 19. CAMPERS WHO ARE ATTENDING OUR PARTNER CAMPS WITH MYSTIC SEAPORT MUSEUM AND PROJECT OCEANOLOGY ARE REQUIRED TO BE VACCINATED FOR COVID 19.

Do I need to screen my camper for Covid 19 prior to camp starting?
* Campers do not need to be prescreened for Covid 19 prior to camp. Instead, we expect every camper to be healthy upon arrival to camp. If your camper is ill in any way, they cannot attend. If they have been exposed to Covid 19, please follow the current protocols as posted by the CDC. 

STAFF INFORMATION, STATE LICENSING AND ACA ACCREDITATION

How old are the staff?
* Camp staff are required to be at least 21 years of age and camp volunteers are at least 16 years of age.

Are staff trained in first aid and medication administration?
* Camp staff are trained in First Aid, CPR, AED and medication administration of rescue inhalers, Epi pen use and oral 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?
* Mystic Aquarium summer camp staff have experience working with children at informal learning centers, schools or children’s group sites.

What does state licensing and ACA 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). 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 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?
* Full day camps require guardians to pack a lunch as well as a 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 establishments where you can purchase lunch items, if necessary, prior to checking in your camper.
* Half-day camps require guardians to pack a snack for the camper each morning. Please have an ice pack in the lunch bag to keep perishables chilled. There are local establishments 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?
* Camps begin at 9:00am. Plan to have your camper at the check in area 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 2022 camp is:
  9:00 Check in
  Watch a penguin session and speak with a penguin trainer
  Penguin class
  Lunch
  Activity on adaptations of dinosaurs
  Craft and Visit Frogs
  Extinction vs conservation
  Journal
  Dinner Talk
  4:00 Leave for the day
Who do I contact with additional questions on camp, camp paperwork, or camp activities?

* Please contact our Camp Director at bhirsh@mysticaquarium.org or 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.