

SUMMER CAMP – FAQ

Find your fun at Summer Day Camp at the YMCA! Each week, a new theme will help campers Learn, Explore, Accept and Play as they discover new skills, build self-confidence and feel a sense of achievement and belonging. A typical day's activities may include arts and humanities, literacy, STEM, character development, nutrition, special guests, swimming and outdoors recreational play!

DATES & TIMES: Varies by location *No camp on June 19 and July 4 for federal holiday observances

AGES: 5-12 (Baker County: 5-15) *must be age 5 by January 1, 2025

MILITARY RATES: Discounts for Active Duty

- Active Duty E1 E6: 30% savings/week
- Active Duty E7 E9, All "O" ranks, all "W" ranks + Gold Star Families & Veterans: 10% savings/week *Proof of ID: Active Military, Active Guard or Active Reserves, Not expired. Active Dependents card accepted.

WHAT TO BRING EACH DAY: refillable water bottle, lunch, snack, swimsuit, towel, change of clothes, and backpack to hold child's belongings. Please visit our website to learn more. Optional: sunscreen & hat. Please label all items.

SWIMMING: Each camp will swim at least once per week, weather permitting. Campers are encouraged to wear their swimsuits to camp on designated days and pack a change of clothes, towel and plastic bag.

Dates	Weekly Theme
June 2-6	Decades Party
June 9-14	Decades Party
June 16-20	Land of Make Believe
June 23-27	Land of Make Believe
June 30-July 3	Around the World
July 7-11	Around the World
July 14-18	Tropical Oasis
July 21-25	Tropical Oasis
July 29-August 1	Carnival Week
August 4-8	Carnival Week

FREQUENTLY ASKED QUESTIONS – Summer Day Camp

Q: How do I register and what is due at time of registration?

A: All registration is done online at www.FCYMCA.org. When you register, you will be charged a \$50 registration fee (per child) and a \$25 deposit for each week you are securing (per child). The \$50 registration fee is per child, per camp location. The remaining amount is due the Wednesday before the week of care through automatic payment.

Q: I have a YMCA family membership why did I pay the registration fee?

A: Families with a household membership will still pay the registration fee when registering. After you've registered and paid the registration fee, we will adjust your account and apply a system credit to an upcoming payment for the amount paid for the registration fee.

Q: I have military benefits how do I receive my discount?

A: To receive the military savings, military families must register online at FCYMCA.org then visit a First Coast YMCA branch to present proof of current military status to receive your discount prior to the upcoming payment date. Military discounts will not be applied to previous weeks, only to future weeks. *Military ID by legal guardian of child(ren) must be provided in person at your local Y to receive discount. Not expired.

Q: How do I make my weekly payments?

A: Weekly payments are paid as automatic payments through the account information on file. Your weekly fee will draft automatically on Wednesdays at approx. 3am. A \$10 return fee will be added if your payment is returned. If you need to change your account information, please update in your account then email our office to update the automatic payments to the new card information.

Q: Can I get my camp deposit(s) refunded?

A: All deposits are non-refundable, non-transferable. Please make sure you only register for the weeks you need.

Q: What is the cancellation policy?

A: Cancellations with a 7 day notice prior to the summer camp week will be refunded any money paid towards the sessions, minus the non-refundable, non-transferable \$25 deposit and the \$50 registration fee. Changing camps is the same as cancelling the original camp and ordering a new camp. All cancellations must be submitted by emailing our Youth Development office at YD@FCYMCA.org.

Q: What is the refund policy?

A: Non-attendance does not entitle a participant to a refund. No refunds or adjustments will be granted for partial weeks missed due to illness, vacation or when YMCA programs are cancelled due to inclement weather. The YMCA reserves the right to apply any credit due to other outstanding balances. Refunds are issued within 30 days of cancellation. The registration fee and camp deposits are non-transferable, non-refundable.

Q: How will I receive information?

A: The YMCA will send emails regarding updates to your programming/account. Please make sure your correct email is on file and check it regularly. We will also be utilizing the Remind app.

Q: Are there any camp closures?

A: There will be no YMCA day camp on June 19 and July 4 for federal holiday observances