

# Frequently Asked Questions

Below is a list of our most Frequently Asked Questions.

## **Where do I go on the first day of camp?**

When you register for a camp, you will receive a confirmation message that has all of the information about the camp. You will be told where to go and what to bring as well as any other important information. You will receive the instructor/coach email and phone number should you have further questions.

## **What is your refund policy?**

Since we hire staff based on the number of registered campers, no refunds will be provided less than 7 days prior to camp or for voluntary withdrawal from camp once it has begun. We are also unable to issue a credit for any future camps. All refund requests are taken via our online refund request form. Refunds will be issued as a credit to the credit card you used to pay for camp. Refunds will be processed within 10 days of request.

## **What if I want to switch camp sessions? Can my credit/payment be applied to the new camp? Is a switch possible?**

We are not able to switch camp sessions. If you determine within 7 days of the start of the first camp that you want to switch to another camp, you should fill out an online refund request form and sign up for the new camp by completing a new registration form.

## **Can I pay by check?**

All camp registrations are done online. Payment is taken via a credit or debit card only.

## **Can I walk in and register my child on the first day of camp?**

All registrations are taken online. Camps will close three days prior to the start date so coaches/instructors can plan accordingly.

## **What does the registration fee cover?**

Along with the camp program we provide a camp t-shirt and water bottle to each camper.

## **Do you offer scholarships to cover the camp fee?**

Unfortunately we do not offer financial assistance for summer camp registration.

## **Who can attend Ursuline Girl Camp?**

Girls in incoming grades 4<sup>th</sup> – 12<sup>th</sup> can attend camp. See camp detail for appropriate placement.

## **What if my daughter needs medical attention while attending a camp?**

Parents would be notified in the event of an emergency and if medical attention is necessary.

**Will my daughter be able to purchase food and water at camp?**

We will not have food and drink for sale during the summer camp sessions. When you complete your registration you will receive a message with details on what to bring. Most camp instructors request that you bring water to camp. We will provide each camper with an Ursuline water bottle. There will, of course, be water available at all times free of charge.

**Can my camper register with a buddy?**

Absolutely! Make sure both girls list each other on registration forms and sign up for the same session. Sessions fill on a first come first served basis.

**What if my camper has dietary restrictions?**

Please list any dietary restrictions on the contact information form when registering your child for camp.

**Where can I find the camp address and directions?**

We are located at 90 Ursuline Road in Santa Rosa. The cross street is Old Redwood Highway. LINK TO: [Directions to Ursuline High School](#)