

FAQ for Arboretum Camps

How do I register?

You may register online at www.houstonarboretum.org.

Will I get confirmation of my registration?

You will receive confirmation of your registration via email within a few minutes of registering. If you do not receive this confirmation email, please call the registrar at 713-366-0421 to make sure your registration was successful.

Can I get on a waiting list if my first choice is filled?

If a class is full, you will need to fill out a registration to be placed on the waiting list. You will receive an email if a space opens up and have 24 hours to pay to secure the spot. There is no guarantee that space will become available.

What is your cancellation policy?

You must notify the registrar via email at arbor@houstonarboretum.org two weeks (10 business days) before the start of class to receive a 50% refund minus a \$25 processing fee. There are no refunds for camps canceled or dropped less than 10 business days before camp begins.

What is your transfer policy?

We cannot guarantee transfers between camps. If a camp transfer can be accommodated, there will be a \$25 processing fee per transfer.

May I stay with my child in the classroom? No. Our teachers are very welcoming of first time campers. They will help your child fit in and find new friends. If you feel that your child is unable to attend camp without your presence, you should wait a year before you send them to camp.

May I enroll my child in a camp for an older age group?

No. Age requirements are strictly enforced. Campers must fall within the specified age range during the week of camp they are attending.

What should my child wear?

Children should wear play clothes and, for safety, wear **closed toe shoes**. All of our classes explore the nature sanctuary grounds. If your child has problems with mosquitoes, they might be more comfortable if they put on a light weight, long sleeved shirt before outdoor activities.

Should I send an extra set of clothes?

Campers may get muddy or wet during their explorations. You can send an extra set of clothes in their backpacks.

What about mosquitoes?

Mosquitoes are present year round in the Arboretum. Repellents with the active ingredient DEET are recommended by the Centers for Disease Control. We provide mosquito repellent with 15% DEET. You are welcome to send an alternate repellent with your child. The CDC has recommendations for both traditional and botanical repellents on their website.

https://www.cdc.gov/malaria/resources/pdf/fsp/repellents_2015.pdf

Do you provide sunscreen?

No, but you are welcome to bring your own.

What are your teachers' qualifications?

Our teaching staff is made up of highly experienced Staff naturalists, certified educators or college interns. All instructors and volunteers pass a background check.

Do you provide snacks?

No. Please send your child with a snack and water for the morning break and another one if they are staying for the afternoon session.

Do you provide lunch?

Campers must bring lunch that does not require refrigeration. Students will not have access to a microwave for lunch.

My child needs medication. Will you administer it?

No, the Arboretum is unable to administer medication to children. Please arrange your medication schedule to fall outside of camp hours. Please do alert us about any allergies.

How are campers supervised?

Each Class is staffed with one or two experienced adult teachers (depending on class size) and two or more student interns.

What are the Behavior Expectations for Campers? Each week of camp, Arboretum instructors will go over camp rules with their class. Rules are:

- Respect nature and each other
- Listen when others are talking
- Follow instructions
- Use a nature voice outdoors (soft voice)
- Stay with your group

- Have fun learning

Teachers will resolve any classroom problems quietly and privately. If there is a severe infraction, i.e. bullying, hitting, cursing, the Education Director will call you to pick up your child. At our discretion, your child may be allowed back in camp the following day.

Camp Hours

Camp is from 9am to 3pm for the full day session.
The half day session is 9am until noon.

How early can I drop off my child?

You may drop your student off as early as 8:30am. They will be supervised in the Discovery Room until time for class at 9am.

Late Fees: Students must be picked up at the end of camp: Half day camp ends at noon. Full day camp ends at 3pm. There is a \$1 per minute late fee assessed after those pick-up times.

Is there after Camp Care?

We offer After Camp care from 3-5:30 pm. Students are supervised as they play board games, read books or watch a child appropriate movie. The fee is \$75 per week for members, \$90 per week for non-members, unless otherwise noted. Registration forms are online.

Camp Sign in/Sign Out

You will sign-in your child at the front desk when you drop him or her off in the morning. On the first day you will fill out an emergency contact card listing emergency numbers and the people who are authorized to pick up your child. You will pick up your child in their classroom and sign-out at the end of each day.

What do you do on very hot days?

We train our staff to modify activities as needed, and all staff are trained in heat illness prevention and recognition. Our outdoor activities take place in or near shaded areas, which helps when campers need to cool off.

Campers will not go outside during Thunderstorms or Ozone Advisories.

Hikes will be cancelled if the Education Director thinks it is necessary.

What is your inclement weather policy?

In the event of inclement weather, we will make an announcement about camp closure as quickly as possible. Updated information will be available on our website and we will send an email to participants about any cancellation, if possible. If camp is closed due to inclement weather, there will be no refunds or exchanges.

Can you accommodate campers with special needs?

We welcome any child who can participate safely and successfully in our camp program. Over the years children of many different abilities have attended camp. Contact us so that we can determine whether our program can meet your child's needs.