

STEPSACADEMY.CA

EFK and STEPS ACADEMY's "Healthy Minds, Healthy Bodies"

2020 SUMMER CAMPS PROGRAMS – FAQs

Q1. Where will the summer camps programs be held?

- A. All summer camps will be held at our **WinSport location**, at **Big Steps Academy (BSA)**, which includes drop-offs/pick-ups.

Q2. What are the hours for the summer camps? Do you have care for before and after camps start?

- A. Camps run from **8:30 am – 4:30 pm**, Monday to Friday.

The specific activities planned will generally occur between 9 AM and 4 PM. We recommend drop-off before 9 AM and pick-up any time after 4 PM. Should the children need to arrive by a specific time due to a pre-planned field trip or a classroom visitor, Steps Academy will issue plenty of notice to consider your schedule.

Extended hours can be **paid for weekly** to cover early/late schedules and will include care from 7:00 am – 8:30 AND 4:30 pm – 6:00 pm – **Please choose the "Extended Care" option when registering for your camps.**

Q3. Do I need to provide a snacks or meals for my child during camps?

- A. Parents have a choice whether they would like to provide snacks and lunches for their child during camps **OR** select the option weekly option to pay and have Steps Academy snacks and lunch.

If you would like am & pm snacks, as well as lunch catered by Lina's Italian Market, please select the "Food" option when registering for your camp. **You will need to do this for each week you would like food provided by BSA for your child.**

Q4. Do I still need to comply with the 100% nut-free policy at BSA if these camps aren't regular classes?

- A. Absolutely! Please ensure all food is completely nut-free, *not just peanut free*. Be sure to check labels for warnings that state "*May contain ...*" to ensure compliance with our policy and that we keep all children at BSA safe from harm.

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Q5. Will there be any additional costs for materials or supplies for the camps aside from the costs already noted in the camps flyer?

- A. Not at all! Steps Academy SUMMER CAMPS are all inclusive; all materials, program supplies and bus transportation are covered within the fee for each camp.

Q6. We know that all camp supplies and materials are provided, but is there anything else we should send with our child to camp?

- A. Steps Academy will require each child to bring a supply of sunscreen, sunhat/cap, refillable water bottle and a **full** change of season-appropriate clothing in a backpack. Be sure all sunscreen does not contain any nut oils/extracts/essence as that would be prohibited from use at FSA. *Please ensure every article and every piece of clothing brought to camp is clearly labeled (e.g. water bottles, back packs, clothing, hats, etc.).*

Q7. What is the **cancellation policy for these summer programs? If I register my child for several different weeks and discover later that I won't need one of them, do I get a refund?**

- A. Steps Academy understands that things happen from time to time and do our best to accommodate families as much as possible. However, supplies/field trips/special instructors, etc. need to be paid for and/or booked long in advance (with costs often based on the number of participants).

As such, **ONLY** cancellations made more than 30 days prior to the start date of your camp will be fully refunded, less a \$50 cancellation fee.

Anything canceled less than 30 days, but more than 15 days prior to your camp, will be refunded at 50% of your camp fees.

Cancellations 14 days or less, prior to the start date of your camp, will not be refunded.

Thank you very much for your cooperation in helping to make the Steps Academy 2020 SUMMER CAMPS another wonderful success!

Please direct scheduling or payment questions to Miss Deborah at

registration@firststepsacademy.ca

We can hardly wait — hope to see you this summer!

The Management & Staff @ Steps Academy