



FREQUENTLY ASKED QUESTIONS



1. **Can my child arrive late to camp?** Yes, we would prefer your child arrives no later than 8:00PM on the day of registration and that you call the Camp Office (585) 535-7381 to confirm arrival time.
2. **What time is registration on Sunday?** Registration is between 1:00PM – 3:00PM.
3. **What time is pick up on Friday?** Pick up is between 4:30 – 5:00PM.
4. **Does my child need a physical to attend camp?** No, your child does not need a physical to attend.
5. **Do I have to have a physician complete the Medical Form (page 4) of the Camper Information Packet?** The Medical Form (page 4) is optional, but the nurse is unable to administer any type of supplements, over the counter and prescription medication without a physician's signature on our form.
6. **Can I provide the doctor's "Health Appraisal Form" instead of the Medical Form (page 4) of the Camper Information Packet?** The health appraisal form cannot be accepted in place our form due to specific regulations; therefore, it can only be taken as additional information.
7. **Can I bring the Camper Information Packet to camp on the day of registration?** We prefer that you send the completed packet to our business office so we can provide the forms to the Camp Nurse for review with as much advance notice as possible.
8. **Can I make my final payment at camp?** We ask that you make every attempt to satisfy your unpaid balance by the Friday before your scheduled Sunday registration. We have limited resources to take payments during registration. If it is necessary, please notify the Camp Registrar at the Business Office (585) 786-2251.
9. **Can my child switch activity choices while at camp?** Yes, activity choices will be confirmed at camp.
10. **When is the camper information packet due?** We ask that the camper information packet be returned to us at least three weeks prior to attending camp. If you are unable to meet this request, we ask that you contact the Business Office (585) 786-2251 to make arrangements.
11. **When are cabin mate requests assigned?** Cabin mates are assigned the week prior to attending camp and are assigned by the Camp Director.
12. **Can I find out how my child is doing at camp?** You are welcome to call the Camp Office at (585) 535-7381 with inquiries about your child.
13. **Does my child receive snacks at camp?** Yes, snacks are served twice a day.
14. **How are food allergies handled?** We make every attempt to accommodate any food allergies from segregating place settings to providing the camp menu in advance in order for parents to determine if they need to bring supplemental food to camp.
15. **Can my child have their cell phone to take pictures?** No, we do not allow any cell phones at camp. You may bring a camera for this purpose.
16. **When should I call camp directly?** If your child is at camp and you need to discuss any arrangements for your child's needs.
17. **When are camp pictures available to view online?** Facebook is updated daily with the photos taken the prior day.
18. **Can a parent come to camp to administer medication?** Yes, but it is preferred practice that the form be completed by your child's physician to allow the Camp Nurse to administer medications.
19. **When using Cookie Credits towards the camp fee, are they refundable?** Cookie Credits are considered a regular form of payment and adhere to the refund policy.
20. **When can I expect my refund?** All refunds are processed at the end of the camp season and are subject to the Camp Refund Policy found on the website and our brochure.
21. **Will there be a camp store?** We no longer offer the camp store.
22. **If I am bringing my horse, do I need to bring food for my horse?** Yes, Bring-A-Horse Campers are required to bring food for the entire week along with all appropriate supplies.
23. **Are the campers allowed downtime?** Yes, all campers have a period of time during the day where they will have unstructured supervised play.
24. **Are t-shirts available to purchase at camp?** If we have overstock, shirts are available for purchase at camp. We encourage the order to be placed with registration to guarantee availability.