

# Chelan Spring Break Camp

## Parent / Guardian Packet

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## Schedule of Sessions

2023 Spring Break Camps will be held daily on April 3rd, 4th, and 5th. Parents have the choice of purchasing individual day tickets or a ticket for all three days. All three days consist of the same great activities.

## Camper Age Requirements

This program is designed for campers ages 10-15. Campers outside this age range are encouraged to visit during our general admission hours.

## Registration

Registration has three steps:

- 1. Purchase a Ticket**

This can be done by clicking “Purchase Tickets” on the Spring Break Camp’s page of [hightrekeverett.com](http://hightrekeverett.com).

- 2. Check Your Email**

You will find an email with links to complete your child’s registration paperwork and waiver. This may take up to 10 minutes to be received. Be sure to check your spam if it is not found in your inbox.

- 3. Complete the Paperwork and Waiver**

Completing the paperwork and waiver should take less than 20 minutes. It prepares our staff to help your child have a fun and successful time at camp. Once this is complete, you’re all done! Do take some more time to review this parent packet before arriving for camp.

## Drop-off

Drop-off for Spring Break Camp is from 11:15am to 11:30am. During this time, staff will be stationed outside at a table, near the entrance. The following steps will be accomplished during drop-off:

- Staff will confirm that your child is registered for the session and that all paperwork is complete.
- Staff will ask any questions that they have from the paperwork.
- Staff will confirm your child has what they need for a positive experience.
- Parents will confirm the anticipated pick-up person and any additional approved pick-ups.
- Parents will have the opportunity to have any last-minute questions answered.
- Parents will present a photo ID to finish the sign-in process.

At this point, your child is ready to go and can join the fun!

## Late Drop-off

If your camper is arriving after 11:45am, please notify High Trek in advance by emailing [info@hightrekchelan.com](mailto:info@hightrekchelan.com) or calling (509) 931-1111. Be aware that a late drop off may result in your child missing out on activities. If possible, late drop-offs should be avoided.

## Pick-up

Pick up for Spring Break Camp is from 2:15pm-2:30pm. During this time, staff will be stationed at a table outside, near the entrance. The following steps will be accomplished during pick-up:

- Staff will confirm the child being picked up
- The person picking up will present photo ID
- Staff will confirm this person is on the approved pick-up list
- The person picking up will sign the sign-out sheet
- Staff will retrieve the child and their belongings and meet their pick-up near the pick-up table.

## Early Pick-up

When possible, parents are encouraged to avoid early pick-up. This is primarily due to the involved nature of High Trek's activities - it may take a while to return your child to you if you arrive while your child is 50 feet in the air on a zip line.

However, early pickups happen. If you need to pick up your child up early, please inform staff at drop-off so that they can best partner in having your child ready to go when you arrive.

If you intend to pick-up before 1:00 pm, consider rescheduling your session so that your child enjoys all that Spring Break Camp has to offer.

## Frequently Asked Questions

### Is Spring Break Camp a Good Fit for My Child?

This is a great question, and the answer is "it depends". Here are things to consider when answering this question:

- Spring Break Camp is highly active
- Spring Break Camp takes place 100% outside
- High Trek can be a high stimulus environment
- Spring Break Camp is a big group social activity

### What Happens at Spring Break Camp?

To put it shortly, fun. The three hours of programming are split between two main activities - ropes course + ziplines, and fun camp / team building activities.

Different lengths of time are spent at each activity and the order in which attendees visit the activities may vary, so an exact itinerary is not provided. This is done so that staff have the ability to adapt programming in the best interest of the campers (e.g. when it starts to get dark early, activities in the field would go before the ropes course so the natural light can be utilized).

## What Is the Price?

Current pricing information can be found at [www.hightrekchelan.com/tickets/spring-break-camp](http://www.hightrekchelan.com/tickets/spring-break-camp).

## Is my child given food at Spring Break Camp?

Your child is not provided food at Spring Break Camp. We *strongly* recommend feeding your child before dropping them off. Also consider sending light snacks that they can when they are finished on the ropes course.

## Do I need to register in advance?

Yes! So that our staff has time to review registration paperwork and best prepare for the participants coming, we do not accept “walk-up” participants.

## Policies You Should Know

### Rescheduling

If there is a conflict that arises and your child is unable to attend Spring Break Camp, we strongly recommend that you contact High Trek to reschedule as soon as possible. If given at least 24 hours notice, we are happy to reschedule your child for another session if in which we have availability. Contact [info@hightrekchelan.com](mailto:info@hightrekchelan.com) or call (509) 931-1111 to reschedule.

### Cancellations & Refunds

- You may cancel a reservation by contacting [info@hightrekchelan.com](mailto:info@hightrekchelan.com) or by calling (509) 931-111.
- You may cancel your reservation within the first 24 hours after booking for a full refund to your original payment method.
- After the first 24 hours after booking, you may cancel your reservation for a 90% refund if refunded to your original payment method, or a 100% refund if refunded to High Trek account credit.
- If you believe extenuating circumstances merit a waiver of any part of this policy, you may contact the program manager at [info@hightrekchelan.com](mailto:info@hightrekchelan.com) to request an exemption. Exemptions are given on a case-by-case basis and are not guaranteed.

### No-shows

If a Spring Break Camp camper does not check-in for their session and no communication is made before the session to reschedule or cancel, the reservation is considered a “no-show”.

High Trek retains all payments made on no-show reservations and the reservation holder is not entitled to a refund or having the Spring Break Camp session rescheduled. **It is to your advantage to notify High Trek as soon as possible if conflicts arise.**

## Prorating

High Trek does not prorate the cost of youth camps based on time spent on site. If your camper cannot attend the entire Spring Break Camp, consider rescheduling for a different day on which your child can enjoy the full experience.

## What to Bring, What to Leave at Home

Here's a list of things we advise every camper will want to bring to Kids' Night Out.

- Water bottle
- Light snacks
- Closed-toe shoes
- Jacket and additional layers (this is an outdoor activity!)
- Hair ties for long hair
- Sun screen
- Medications (if needed, see "Medications" below)

Here's what should be left at home:

- Personal sports equipment (archery, lacrosse stick, etc.)
- Valuables
- Weapons, knives, or guns
- Tobacco products, alcohol, drugs
- Pets
- Excess fidgets (let's all bring no more than 1 please)

## What to Wear

Here are the things to consider when helping your child dress for Spring Break Camp:

- **Shoes that enclose the toes and heel are required for all of our activities.**
- Your child will be outside and active the whole time at High Trek. Clothes that are warm but allow flexibility are ideal.
- Layers help as the temperature changes throughout the day.
- High Trek is a family friendly venue. Please do not wear clothes depicting profanity or explicit material.

## Camper Conduct at High Trek

### Tips for a successful Spring Break Camp

Youth camps at High Trek can be a wonderful experience for children; many return again and again. In order to provide the best experience for your child that we can, there are a few things that you, as guardians, can help us with.

1. Please encourage your child to set realistic expectations for the day – making new friends, trying new activities, and learning new things are all part of Spring Break Camp and we hope that children come ready and open to new experiences.
2. Please let your child know that we expect everyone (campers, staff, and volunteers) to respect others, themselves, and the environment while at High Trek. We do not tolerate bullying and intentional endangerment. Both are grounds for consequential action up to and including dismissal from the program and barring registration for future High Trek Youth Camps sessions. Guardians will be notified if any unacceptable behaviors occur during Kids' Night Out.
3. Please inform our staff of any particular behaviors we might see from your child and share any tips or strategies that you've noticed work well. We recognize that you know your child better than anyone and we'd love to use strategies at High Trek that help them experience the most success in their time here!

## Camper Conduct & Code of Conduct

### Expectations of Camper Conduct

High Trek Adventures is dedicated to providing outstanding youth camps. To collaborate in creating an amazing experience for all, campers are expected to behave appropriately and promote a safe, fun, and healthy environment through productive participation. We aim to promote character values of confidence, caring, honesty, respect, and responsibility in all aspects of our camp program. We ask that all campers and parents/guardians review this code together before arriving at camp.

Everyone needs some coaching and will fail to adhere to the code of conduct at some point. Our staff are happy to help your child find better courses of action to take in these cases. However, if a pattern of behavior significantly impedes the program or endangers others physically, socially, or emotionally, consequential action will be taken. This action begins with a conversation between the child and the most senior program staff on site. Action can escalate up to and including dismissal from the session and barring registration for future High Trek Youth Programs sessions. Parents will be notified of behaviors resulting in consequential action.

### High Trek Youth Programs Code of Conduct:

"As a camper, I will hold myself to the standards and expectations set for Respect, Behavior, Safety, and General Conduct:

#### RESPECT

- Strive to be respectful, cooperative, and to contribute positively to the experience of fellow campers.
- Strive to be careful and considerate that my actions - whether intentional or accidental - will not hurt another camper physically, socially, or emotionally.
- Show respect to the camp staff, and cooperate fully with their instructions.
- Respect the rights and beliefs of others, and treat others with courtesy and consideration.
- Respect the property of others. This includes personal property, camp property and equipment/supplies.

-Never mark, deface or destroy camp or personal property or nature.

## BEHAVIOR

-Conduct myself responsibly. I understand that horseplay, inappropriate physical contact, unwelcome teasing, bullying, or other unkind behaviors are not allowed and will not be tolerated.

-Communicate in an appropriate manner, which means I will not use foul language or gestures, harsh words, or raise my voice.

-Refrain from deliberately causing bodily harm to the campers or staff. I understand that pushing, kicking, hitting or fighting are not acceptable behavior and will not be tolerated and will be grounds for suspension/dismissal from the camp program.

## SAFETY

-Campers must wear closed-toe/closed-heel shoes at all times.

-Campers need to pay attention to their surroundings and use care in all activities.

-Campers will adhere to all safety rules and regulations given for each activity they participate in while at camp.

## GENERAL CONDUCT

-Campers are expected to wear appropriate clothing to camp each day.

-Campers must inform the camp staff if they are experiencing a problem with another camper or other issues. If the staff are not informed about a problem, they cannot stop the problem or assist the camper.

-We expect all campers to have FUN, but not at the expense of others.

-Campers are encouraged to participate in all activities to the best of their ability.

-Violation of the Code of Conduct can be grounds for automatic dismissal. Refunds are not given when a camper is dismissed from a camp program.

-Weapons, look-alike weapons, or objects that may be used to threaten, intimidate, or harm others or to damage property may not be brought to camp.

## Cell Phones / Electronics

We understand that cell phones are a part of life in the modern world. We also understand that many parents will send their children to Spring Break Camp with cell phones. We ask that parents help their children abide by the following best-practices for cell phones:

- In the interest of the privacy of our staff and other attendees, we ask that cell phones only be used to capture pictures or video with the consent of everyone in the picture of video and with a staff member being made aware. If there is a privacy concern, it will be requested that phones are put away.
- Phones may not be used to share or display media (video, audio, etc.) while at camp. In the interest of keeping our program outdoor focused and family friendly, Spring Break Camp is not a time to watch YouTube, TikTok, etc.
- Campers are asked to refrain from playing games on their phone. This can distract other campers from what's happening at camp. Most campers come to High Trek to spend time outside. We should all contribute to an environment that's focused on recreation.
- Being fully engaged to receive instruction or participate in activities is key to having the most fun at Spring Break Camp. All attendees are encouraged to keep their phones

stashed and stay engaged throughout the day. Spring Break Camp only lasts 4 hours, a cell phone will be there at the end.

- Campers may use their personal device to communicate with parents if needed. We ask that campers keep our staff in the loop so that staff can best help with anything arranged between child and parent (e.g. early pick-ups, food being dropped off).
- We do not allow cell phones into the ropes course as they could fall, break, and potentially injure people below. There is a secure space for phones to be stored when campers enter the ropes course.

So that they are not broken, we discourage bringing any other electronic devices to Spring Break Camp.

If there is a pattern of phone or other device use that raises concerns over privacy or creates an environment that is disruptive or not family friendly, parents will be contacted and appropriate action will be taken up to and including dismissal from the Kids' Night Out session and barring registration for future High Trek Youth Programs sessions.

## Emergencies and Illness during High Trek Youth Camps

### Emergencies (General)

In the event of evacuation, fire, or other natural disaster, parents will be notified after staff remove campers from immediate harm. For a medical emergency, serious incident, or illness while at High Trek, we will contact you by phone. Please make sure our numbers for you and any emergency contacts are correct and up-to-date.

### Medical Concerns and Emergencies

Normally, we will not contact you for routine health care problems (i.e., skinned knees, insect bites, upset stomach, etc.) that are not severe or do not require the additional attention of an out-of-camp health care provider. In these instances, basic sanitation and relief practices will be followed, including the following:

- Washing with soap and water
- Applying a cold compress
- Providing adhesive bandages for your child to apply
- Providing water and shade

High Trek does not administer any over-the-counter medications that are not provided by a child's parent.

If symptoms do not resolve or if your child is struggling with discomfort, we will contact you.

In the event that out-of-camp health care is needed, we will contact you to pick up your camper as soon as possible. If the care needed is immediate we will call EMS to pick up your child. We will call you immediately and provide the following information:

- Nature of illness or health concern
- Hospital to which your child is being transported and Estimated Time of Arrival
- Timeline of events leading up to emergency response

## If your Child Leaves Site

If your child decides to leave site without being checked out by an approved pick-up, High Trek staff will notify emergency services and will relay the following information:

- Description of child
- Last known location and direction of movement
- Events leading up to child leaving site
- Contact information for parents and emergency contacts

Staff will then notify parents and emergency contacts until someone is successfully reached.

We follow this procedure in the best interest of the children in our youth camps and the well-being of our staff. Emergency services have the best resources to reconnect you with your child once they are off site.

## Medications

High Trek does not administer any over-the-counter medications that are not provided by a child's parent.

**General policy.** In order to ensure the health and safety of all program participants, we do not allow children to carry medications in their backpacks throughout the day. Instead, medications must be checked in at drop-off and checked-out at pick-up, with the exception of EpiPens and inhalers. Medications are stored in the office.

**EpiPens and inhalers.** Parents and guardians may elect for children to self-carry Epi Pens or inhalers or may check them in like other medications. If parents choose to allow children to self-carry, High Trek is not responsible for the loss or damage of the EpiPen or inhaler.

**Administration.** Any medication that a child will take during their time at High Trek will be administered by the program manager or most senior program staff on site, or these persons will assist the child in administration. Administration will match the dosage, timing, and method of administration prescribed in the child's registration paperwork.

**Limits to scope of administration.** High Trek reserves the right to not administer any medication if staff do not possess adequate skill or knowledge (e.g. giving injections without the child's assistance). In this case, the parent will be contacted in advance of the Kids' Night Out session to discuss options of how to move forward.

## Mid-Session Communication with High Trek

If you would like to contact staff while your child is attending a program at High Trek, you may call (509) 931-1111. This is a busy number. Please leave a voicemail if you are not connected to a staff member on your first attempt. We will call you back. Due to the volume of calls we receive, we only return calls that leave a voicemail.