



# Parent & Camper Handbook 2019

**Camp Hours: 9:30 a.m. – 3:30 p.m.**

**Drop Off: No earlier than 9:15 a.m.**

**Pick Up: No later than 4:15 p.m.**

**Extended A.M. Care: 7:30 a.m. - 9:15 a.m.**

**Extended P.M. Care: 3:45 p.m. – 6:00 p.m.**

# Table of Contents

## **I. The Camp Program** **2 - 9**

A Welcome from the Owner	2
Your Child's First Day at Camp	2
What Your Child Should Bring to Camp	3
What Your Child Should Wear	3
Camp Keystone Clothing	3
Bringing Money to Camp	4
Visiting Your Child at Camp	4
Changing Your Child's Camp Schedule	4
Swim Test	5
Lost and Found	5
Emergency Procedures	5
First Aid	5
Evacuation Plans	5
Evacuation Site – Bluffs Park	6
Evacuation Site – Sumac Park	6
Camp Hours	7
Extended Care	7
Medications	7
The "NO" List	7
Camper Code of Conduct	8
Lunch Service and 2019 Lunch Menu	9

## **II. The Transportation Program** **10 - 12**

An Introduction	10
Vehicle Safety	10
Seat Belts	10
Air Conditioning	10
Bus Supervisor/Parent Contact	10
Routes	11
Making Changes to Your Child's Transportation Schedule	11
Emergency Procedures	11
Additional Questions for the Transportation Staff	12
Camp Keystone Transportation Rules	12

## **III. Terms and Conditions, Releases, Reference** **13 - 15**

Terms and Conditions of Enrollment	13
Releases	14
Quick Reference	15

## **Section I. The Camp Program**

A Welcome from the Owner

Dear Camp Keystone Parent,

I would like to welcome you to a great and memorable summer at Camp Keystone. All of us here hope that you are as excited as we are about the upcoming summer! As parents, you may have questions and concerns about your child's experiences at camp. We have put together this information packet with the hope that most of your important questions will be answered.

Camping is a wonderful part of a child's life, and we hope to make Camp Keystone a fun, friendly and memorable experience. Should you have additional questions that are not covered in this packet, please feel free to call us at anytime in the camp office. I look forward to seeing you this summer!

Larry Klein a.k.a. "The Grand Poo Bah"  
Owner / Director / Camp Parent

### **Your Child's First Day at Camp**

A camper's first day can be very stressful for old and new campers alike. At Camp Keystone we try to minimize any first day jitters and make a camper's first day exciting and enjoyable. Our experienced counseling staff will do everything possible to make sure that your child is happy and has a positive camping experience right from the start. Please be sure your child is wearing their name tag that you received in the mail. If you do not receive one prior to your child's start date, please call the office and if time, a new one will be sent to you. If it's too late to send one, we will have one at the welcome table at camp for your camper.

As your child arrives at camp, he/she will be escorted to their appropriate group table under the Pavilion for morning activities and be personally greeted by the group counselor. The counselor will introduce him/herself and all of the other campers in the group. Every camper will then receive a basic orientation explaining camp programs and rules as well as information about critical areas in camp, including the water fountains, bathrooms and First Aid Office. Junior Camp, First Camp, and the C.I.L.T. groups are co-ed. Big Camp is grouped by gender, grade, then age.

**Camp begins at 9:15 a.m. and ends at 3:30 p.m.**

### **A.M. Drop Off**

If you are providing your own transportation, please drop off your camper(s) **no earlier than 9:15 a.m.** at the Welcome Booth across the creek. You will need to sign your child(ren) in every day. Campers dropped off earlier than 9:15 will be placed in Extended Care and charged accordingly (\$15/day).

### **P.M. Pick Up**

Pick Up is at 3:30 p.m. unless you have scheduled Extended Care. Pick-up time is from 3:30 to 4:15. Extended Care begins at 4:15pm. Any camper still at camp at 4:15 will be placed in Extended Care and charged accordingly (\$15/day).

1. Parents may park their car and walk in to sign out and claim their child(ren).
2. Parents may also stay in their car and drive through the pick up zone. Their child(ren) will be escorted to their car by a staff member

## What Your Child Should Bring To Camp

Every day that your child attends camp, please send along a day bag/backpack. In this bag, we ask that you include the following: a water bottle, a swimsuit, towel, sunscreen, a pair of long pants, a lunch either in a brown bag or small cooler (unless your child will be purchasing lunch at camp) and any other items you feel are necessary to ensure your child's comfort and happiness for the day. Oftentimes, a hat or visor or even an extra T-shirt will come in handy! **Please clearly label all items with your child's name.**

\*\*\* Please do not send your children to camp with any extra personal items, especially those of great value such as electronic games, radios, sporting equipment, and/or family pets. **Electronic equipment or cards of any kind are prohibited** (Gameboys, ipods, cell phones, ipads, iphone, trading cards, playing cards, etc.) **Such items will be confiscated.** The camp will provide all of the necessary equipment/materials for your children to participate in our activities. Camp Keystone is not responsible for personal items that may be lost or damaged.

## What Your Child Should Wear

Comfortable play clothes are recommended for all campers. Usually campers wear shorts and T-shirts with tennis shoes. Please do not have your camper wear clothing that you'd be upset if the clothes got dirty or stained. This is camp. Your child will come home dirty. **All shoes must be closed-toed** for safety. **No sandals, Crocs or jellies** please. Campers not wearing closed-toed shoes **MAY NOT** participate in activities. Parents **WILL BE CALLED** to bring shoes. We also suggest aqua socks/shoes for stream exploration, grassy area water play, pool deck etc.

From time to time, we also have camp wide dress-up days. Please refer to the "2019 Special Events Calendar." We love to see campers as well as staff members all decked out! On these days, we encourage campers to wear whatever they feel is appropriate; however, we also recommend that campers bring a change of clothing if the costume is going to be uncomfortable to wear all day. Dressing up is a wonderful way to promote group unity and make new friends, and counselors will present special dress-up awards to everyone who dresses up!

## Camp Keystone Clothing

Camp Keystone t-shirts can be purchased online by logging in to your Camp Keystone account. T-shirts are also available for purchase at the Welcome Booth throughout the summer.

If for any reason you order a t-shirt and the size is not correct, please send back all items that do not fit your child on his/her next camp day. All exchanges will be handled at the Welcome Booth. If your correct size is not available, please keep your T-shirt until it can be exchanged.

## **Bringing Money to Camp**

Camp Keystone does not require campers to bring money with them. All activities in camp are included in the daily tuition. There are no additional charges. (Optional overnight and special day trip activities that are scheduled beyond our regular camp programs have additional costs involved, but you will be informed of them before any commitment is required.)

Campers who are buying lunch and have not paid in advance should bring their lunch money, \$8.00, each day and pay for their lunch at the Welcome Booth the first thing in the morning. During lunch, the Snack Shack is also open. Snack prices range from \$.25 to \$1.50 and may be purchased on a limited basis. Commemorative Pins can also be purchased during the camp day for \$1.00. At no time should a camper have an unusually large amount of money at camp.

## **Visiting Your Child at Camp**

We welcome visitors at Camp Keystone! We have an open door policy and encourage parents and guests to visit their campers at least once over the summer.

If you do come to camp for any unscheduled visits please pull up to the gate and our security guard will take down your name, the reason for your visit and then direct you to the Camp Office. There, you will sign in and the office staff will greet you with a Camp Keystone nametag and direct you to your child's group. To ensure your child's safety at camp, we require all visitors to wear nametags for identification. We have specific policies in place with regards to "strangers" in camp, so please wear your nametag at all times. If a staff member does not see a nametag or does not recognize you as a welcomed visitor, he/she will approach you. Please do not be offended but instead simply explain who you are and your purpose for visiting camp. All of our staff will be happy to assist you once they are sure of your friendly intentions.

## **Changing Your Child's Camp Schedule: All schedule changes must be arranged by emailing [registration@campkeystone.com](mailto:registration@campkeystone.com) with details of your request.**

We understand that there may be a time when you will need to change your child's schedule. After June 1<sup>st</sup> each camper is allowed **TWO** (2) schedule changes, at no additional cost. Every schedule change requested after the two (2) "free" changes will be charged a \$20 change fee, regardless if it's for sick days or preplanned absences. ***Please note: this applies to both planned and unplanned changes. Change fees will be charged to your credit card on file.*** Keystone Prime Membership allows unlimited free schedule changes. All schedule changes, *including Keystone Prime Membership* changes are subject to space availability within the camper's group and are not guaranteed. To be eligible for schedule changes, ALL absences MUST BE communicated via email ([registration@campkeystone.com](mailto:registration@campkeystone.com)) no later than 8:30 am on the scheduled camp day for the camper to receive credit for the missed camp day. **If the absence is not communicated via email by 8:30 am, the camp day will be forfeited, and no re-schedule will be granted.** If your camper shows up to camp on an **unscheduled camp day**, it will not be considered a schedule change and your credit card will be charged for the additional camp day OR if there is not availability, you will be asked to take your camper home. Overnights may not be substituted for missed days.

Enrolling for additional camp days is always an option for those campers who want more time at camp. Adding additional days, however, can be limited due to our maximum daily enrollment. If space is available in your camper's group, we will gladly extend your camp schedule. **Payment in full is due at the time the days are added and the credit card on file will be charged.**

## Swim Test

All campers will be swim tested their first day at camp to determine if they are water safe. Wrist bands will help alert our aquatics staff as to the ability of your child. A red band means your camper will stay at the steps of the pool with no access to the deep end. A yellow band means that your camper will stay in the shallow end of the pool and waterslide. A blue band means that your camper will be able to use any part of the pool and the waterslide.

## Lost and Found

Given our camp environment, it is often difficult to return lost items to their original owners. To make this process as painless as possible, we ask that you please label each item of clothing that your child brings to camp, including swimsuits and towels. Your child's full name should be printed in permanent marker or on a personalized label inside the clothing. This makes it much easier to return lost clothing.

At the end of each day during our Afternoon Roundup, we will hold up all lost items and call out names. Campers can then come up to the stage to claim their lost belongings. Periodically throughout the summer, we will donate any unclaimed items to a local charity. We are not responsible for lost items.

## Emergency Procedures

### First Aid

Camp Keystone has a First Aid Specialist on staff that is responsible for the treatment of all injuries and the distribution of all medications. ***No matter how minor the injury may be, the First Aid Specialist will be notified immediately and provide any necessary care.*** Parents are notified when all but minor injuries occur by a Director or the First Aid Specialist.

In the event of a serious injury, Camp Keystone has physicians on call at all times as well as standing orders with certain hospitals and Urgent Care facilities in the local area. These doctors or treatment centers will be used for any emergencies that cannot be handled on site.

### Evacuation Plans

The main objective in an evacuation is to remove all campers and staff from the premises in the fastest and safest way possible. Camp Keystone performs practice fire and earthquake drills regularly throughout the summer to prepare campers for such an emergency. It is important that campers understand the potential threat of a fire or earthquake, but at the same time have a sense of security if an emergency situation does occur. Please reassure your campers that they will be safe and that we will be in contact with all of their parents as the need arises.

If an emergency occurs requiring an evacuation, the Directors and Administrative Staff will give each staff member specific instructions as to what must be done. All campers will be escorted into the vehicles, and depending on the situation, the camp will either be moved to the North side of the 101 Fwy. in Agoura Hills or towards the beach. ***If we were to move to Agoura Hills, the camp would relocate to Sumac Park at the corner of Laro Drive and Calmfield Ave. Otherwise, the camp would relocate to Bluffs Park where Las Virgenes Cyn Rd. / Malibu Cyn Rd. meets Pacific Coast Highway in Malibu (see map and directions on following page).***

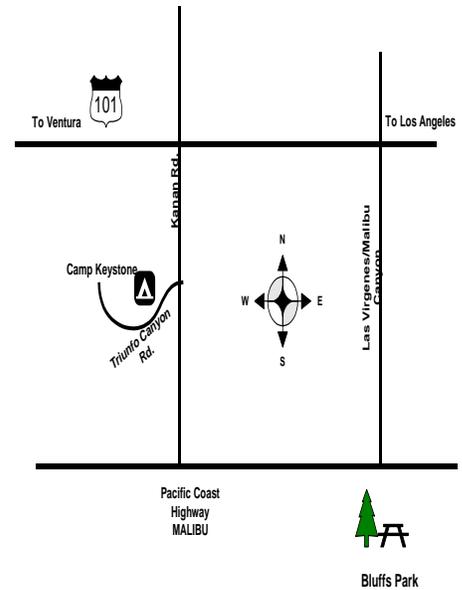
The Administrative Staff will take any necessary equipment or games and continue with camp programming until parents can be contacted to pick up their child(ren), or until it is safe to return to camp.

In the event of such an emergency, parents should call the Camp Office for further instructions. A voice message will provide detailed information as to our location and whether or not they should attempt to pick up their children.

### Evacuation Site - Bluffs Park

#### Directions to Bluffs Park (310) 317-1364

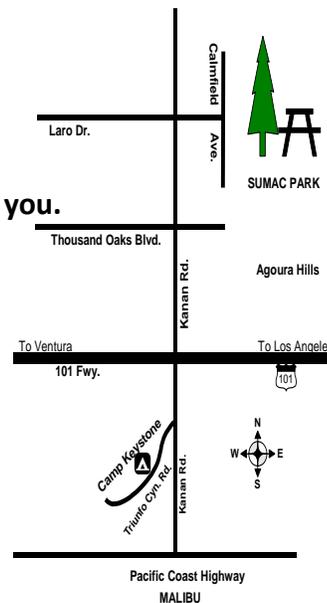
Head South towards the beach on Las Virgenes Rd. /Malibu Canyon Rd. to Pacific Coast Highway. When you reach the signal light at PCH, go straight through the intersection and into the parking lot of the Bluffs Park.



### Evacuation Site - Sumac Park

#### Directions to Sumac Park (818) 597-7361

Head North on Kanan Rd. past Thousand Oaks Blvd. Turn right at Laro Drive. Sumac Park will be directly in front of you.



## Camp Hours

Camp begins at 9:30 a.m. and ends at 3:30 p.m. Drop-off is ***no earlier than*** 9:15 and pick-up ***is no later than*** 4:15.

## Extended Care

Extended Care A.M. hours are 7:30 a.m. - 9:15 a.m. and Extended Care P.M. hours are 4:15 p.m. – 6:00 p.m. The cost for Extended Care is \$15.00 for AM Extended Care and \$15.00 for PM Extended Care, per day.

All campers are to be dropped off in the morning in front of the camp office, and picked up in the afternoon by the Pavilion. **You will be charged \$1.00 per minute late after 6:00 p.m. Payment is due at the time of pick up/drop off. If payment is not made, the credit card on file will be charged.**

## Medications

Please send all medications to the First Aid Specialist with specific instructions. Campers may not be in possession of any medications. All medications must be sent in the original medicine bottle with the Doctor's instructions. The use or possession of unauthorized medications, drugs and/or alcohol, will result in immediate dismissal. This includes over-the-counter medications, vitamins, herbal supplements, etc.

## The "NO" List

1. No personal items ( i.e. electronic games, Game Boys, iPods, iPads, cell phones, radios, cameras, etc. that are of worth).
2. No trading cards of any kind (i.e. Yu-Gi-Oh!, Pokemon, Baseball etc.)
3. No open toed shoes, Crocs or jellies.
4. No large amounts of money. The Snack Shack is available during lunch with items up to \$1.50.
5. No pets/animals are allowed to be brought from home.
6. No non-swimmers allowed on the waterslide and no floaties allowed in the pool.
7. No bathing suits with zippers, metal buttons, snaps, rivets, etc. or jewelry may be worn on the waterslide.
8. No weapons or objects which may be viewed as an instrument of harmful intent (knives/army knives, arrows, swords, small scissors, clippers, box cutters, metal objects/tools, etc).
9. No smoking on camp property
10. No diapers or Pull-Ups. All children **MUST** be potty-trained

## **Camper Code of Conduct**

We have developed the following guidelines in order to maintain the caring and rewarding environment that makes Camp Keystone a retreat from the pressures that many of our campers face in their day-to-day lives. Please review this information with your child before they attend camp. Please let your child know that if their fun and safety is ever jeopardized by any camper or staff member at Camp Keystone, it is imperative that they let a counselor or camp director know immediately.

### **Behavior**

Camp Keystone is a camp for well-adjusted children who treat others with respect and value each child's right to have a fun and safe experience at camp. Any disrespectful, violent, or mean behavior, including teasing, taunting, harassment or violence of any kind, will not be tolerated. If your child willfully/intentionally destroys any camp property, you will be required to pay for the replacement cost.

### **Language**

Use of foul or offensive language is not permitted under any circumstances.

### **Electronic Equipment**

Electronic equipment is not permitted in camp. This includes Game Boys, **cell phones**, iPods, MP3 players, iPads, cameras and any other electronic games and/or equipment. If a camper brings these items to camp, they will be confiscated and placed in the Camp Administrative Office until the child's parent or guardian is able to come and pick the item up.

### **Dismissal from Camp**

In the event that your child fails to meet the above Code of Conduct, you will be contacted and depending on the circumstances, your child may be sent home. Should your child be dismissed from camp for unsatisfactory behavior or conduct, 50% of the unused tuition shall be refunded.

Campers are subject to immediate dismissal from camp for violation of the following camp rules:

1. Abusive or disrespectful behavior towards any member of the camp community.
2. Continuous use of inappropriate language.
3. Failure to meet the Camper Code of Conduct.
4. The use or possession of cigarettes or unauthorized medications and/or drugs. See page 6, "Medications".

Please review the Camper Code of Conduct with your child and make sure that your child understands these rules.

## Lunch Service

Camp Keystone offers a hot lunch program for \$8.00 a day. Campers who want to take advantage of our freshly prepared lunches can do so in the following ways:

1. To pre-order lunch when registering online, just click the boxes for the days you would like to order lunch on the Additional Options page that is part of the application.
2. If you would like to pre-order lunch after you've already registered, just log into your Camp Keystone account at [www.campkeystone.com/manage-campers](http://www.campkeystone.com/manage-campers).. After you have logged in, click on Forms & Documents, then Additional Options and click the boxes next to the days you would like to order lunch. You must pay online with your debit/credit card if ordering lunches.
3. For your convenience, campers may also purchase their lunch each morning when they arrive at camp at the Welcome Booth.

Listed below is our Summer Lunch Menu\*. Lunches usually consist of an entree (as listed), three sides (such as coleslaw, green salad, potato salad, fresh fruit, vegetables, or chips), and cookies or other dessert. Juice/punch and water are always available to ALL campers whether they have bought a lunch or not.

Week/ Dates	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Week 1</b> June 12-14			Grilled Cheese on Whole Wheat	Cheese/Pepperoni Pizza	French Toast Sticks
<b>Week 2</b> June 17-21	Baked Chicken Nuggets	Grilled Hamburger on Whole Wheat Bun	Chicken/Cheese Quesadilla	Bar-B-Q Beef	Subway Turkey on Whole Wheat
<b>Week 3</b> June 24-28	Bean & Cheese Burrito	Grilled Cheese on Whole Wheat	Chicken Patty on Whole Wheat Bun	Baked Chicken Taquitos	Hot Dog/Chili Dog on Whole Wheat Bun
<b>Week 4</b> July 1-5	Taco Bar w/ Rice & Beans	Cheese/Pepperoni Pizza	July 4 CAMP CLOSED	Grilled Hamburger or Whole Wheat Bun	Whole Grain Baked Ziti w/marinara*
<b>Week 5</b> July 8-12	Chicken/Cheese Quesadilla	Corn Dogs	Mac & Cheese	Bean & Cheese Burrito	Baked Chicken Nuggets
<b>Week 6</b> July 15-19	Chicken Patty on Whole Wheat Bun	Grilled Cheese on Whole Wheat	Hot Dog/Chili Dog Whole Wheat Bun	Whole grain Baked Ziti with marinara*	Chicken/Cheese Quesadilla
<b>Week 7</b> July 22-26	Bar-B-Q Chicken	Subway Turkey on Whole Wheat	Grilled Hamburger on Whole Wheat Bun	Mac & Cheese	Corn Dogs
<b>Week 8</b> July 29-Aug 2	Bean & Cheese Burrito	Whole Grain Baked Ziti with marinara*	Teriyaki Chicken & White Rice	Cheese/Pepperoni Pizza	Bar-B-Q Beef
<b>Week 9</b> Aug 5-9	Hot Dog/Chili Dog on Whole Wheat Bun	Bar-B-Q Beef	Mac & Cheese	Grilled Hamburger Whole Wheat Bun	Taco Bar w/ Rice & Beans
<b>Week 10</b> Aug 12-16	Baked Chicken Taquitos	Chicken/Cheese Quesadilla	Subway Turkey on Whole Wheat	Baked Chicken Nuggets	Cheese/Pepperoni Pizza
<b>Week 11</b> Aug 19-23	Grilled Cheese on Whole Wheat	Chicken Patty on Whole Wheat Bun	Mac & Cheese	Hot Dog/Chili Dog Whole Wheat Bun	Baked Chicken Nuggets

**\* The lunch contains meat**

**\*Camp Keystone may make substitutions to this menu on occasion as necessary due to unforeseen circumstances**

In addition to our regular lunch program, the Camp Keystone Snack Shack is open during lunch. Campers may purchase a variety of items, such as Fun Dip, Ring Pops, Skittles, licorice, etc. These items cost up to \$1.50.

## ***Section II. The Transportation Program***

### **An Introduction**

On behalf of Camp Keystone and Mission School Transportation, we'd like to welcome you to the Camp Keystone Transportation program! Riding the bus should be a fun and exciting experience! We feel that your child's camp day actually begins the moment that he/she climbs aboard the bus. Therefore, we make the ride fun and enjoyable. By riding our buses, your child has the opportunity to make new friends (who live in your local neighborhood) and take part in fun games and songs.

### **Vehicle Safety**

Mission School Transportation employs thousands of drivers all of whom display a "can do" attitude. Their uniformed drivers are highly trained and qualified professionals who comply with federal and state Department of Transportation motor vehicle regulations and Board of Education requirements. They receive extensive in-house training, refresher courses and safety workshops. They are also subject to Mission School Transportation's stringent pre-employment screening, ongoing random drug and alcohol testing programs and annual medical examinations.

### **Seat Belts**

All Mission School Transportation buses are equipped with seat belts in every seat. All passengers, including campers and staff, are required to wear them. We ask that you please help our drivers by encouraging, and even verbally reminding, your child to wear their seat belts. Campers who refuse to wear their seat belts on a recurring basis may be removed from the Camp Keystone Transportation program if necessary.

### **Air Conditioning**

Yes, all Mission School Transportation buses are air-conditioned!

### **Bus Supervisor/Parent Contact - EMAIL TO [TRANSPORTATION@CAMPKEYSTONE.COM](mailto:TRANSPORTATION@CAMPKEYSTONE.COM) IS THE BEST WAY TO COMMUNICATE WITH OUR TRANSPORTATION DEPARTMENT**

Every morning, our camp office opens at 7:30 am. At this time, the Transportation Director contacts each Bus Supervisor to inform him/her of any changes that may have occurred overnight and to double check the number of children to pick up for that day. If your child will **not** require transportation on any given day, please notify the office by email at [transportation@campkeystone.com](mailto:transportation@campkeystone.com) **no later** than 7:30 am. This will allow us time to contact your child's supervisor before they begin their route.

***Any time you make a schedule change that requires a change in transportation, you must contact the camp office directly.*** Please **do not** rely on the Bus Supervisor to forward any messages to the office. Remember our Bus Supervisors have counseling responsibilities too as soon as they arrive at camp! Our office is open to take changes between the hours of 10:00 am and 2:30 pm Monday through Friday. Should you need to change your child's schedule due to illness, please **email our transportation coordinators at [transportation@campkeystone.com](mailto:transportation@campkeystone.com)**. They will check all messages in the morning and inform the driver as to any necessary changes. **If you have a last minute change, please call our office at 818-889-2224.**

Throughout the summer, questions may arise that you would like to ask your Bus Supervisors. Please be aware that the buses are on a very tight schedule that the drivers need to adhere to. Please feel free to call our office with your questions and we will be happy to assist you.

## Routes

**PLEASE NOTE: The times listed on the transportation sheet are the times the bus will leave each pick-up point.**

In order to ensure that all buses arrive on time to camp, we ask that you have your child at their pick-up point at least 10 minutes before the bus is due to arrive. Please remember, if you are late, the bus will **NOT** wait for you. You will need to drive your child to the next pick up point, or, if necessary, to camp. At the end of the day, please make sure that there is someone at the bus stop to pick up your child. If you are not there at the designated time, your child will remain on the bus, and you will need to drive to the next pick up point to pick him/her up. After the first infraction, your child may be removed from the Transportation program. Due to low ridership, weeks 1, 2, 10 and 11 may have limited routes available.

On rare occasions, camp buses may run a few minutes late in the morning or afternoon. This could be due to traffic delays or any number of unforeseen circumstances. In any event, we ask that you allow a window of **10 minutes** past the usual pick-up or drop-off time before calling the office. In the event that your bus is more than 10 minutes late due to traffic, etc, the office will call and notify you of your approximate pick-up time.

## Making Changes to Your Child's Transportation Schedule

Occasionally, you might need to add or drop a day from your child's schedule. Please email the transportation department at any time at [transportation@campkeystone.com](mailto:transportation@campkeystone.com). **Changes for the current day must be requested no later than 2:30pm.** If you do not receive confirmation via email or if you are making a last minute change for the current day at 2:15 or later, please call our office at 818-889-2224. Please note that there is a \$20.00 processing fee assessed to each change per camper after June 1<sup>st</sup> (first 2 changes are free of charge). There is no additional charge to schedule more camp days, only to cancel or schedule alternate days for camp days that have already been scheduled. **If your child is not at the bus stop for their scheduled pick-up and we have not been notified of their absence in advance, the office will call you to verify that your child is not coming to camp. In this case, your child will not be eligible for a make-up day. Make-up days are only available for absences that are reported to the office in advance.**

If a camper must leave camp early, please be sure to notify our camp office ahead of time. This will allow us to get a note out to your child's counselor so that we can have your child ready for pick-up when you arrive, and to alert your bus supervisor. All campers leaving early must be signed out in the camp office. Friends or relatives may not pick up a child without written permission from a parent.

## Emergency Procedures

All of our drivers are required by law to perform evacuation drills regularly. If you see a practice drill taking place in your neighborhood, please understand that this is simply a drill. Children are instructed to proceed out the nearest, and safest, emergency exit and file into a line a safe distance away from the vehicle. Our drivers are trained to handle this procedure calmly and without hesitation. Therefore, we ask that you do not interfere with the drill until it is over.

All of our vehicles are equipped with a First Aid Kit, fire extinguisher, and other emergency equipment including reflectors. Our drivers are trained on how to use each of these items properly and have formal emergency procedures to follow if ever necessary.

## **Additional Questions for the Transportation Staff**

We understand that you may have additional transportation questions throughout the summer.

***Please feel free to contact our camp office anytime between 10:00 am and 2:30 pm to ask your questions.*** In order to give you the attention you deserve, we ask that you limit your questions to these hours, as the office tends to be extremely busy at other times of the day. You may also leave a voice message 24 hours a day or email at [transportation@campkeystone.com](mailto:transportation@campkeystone.com) if the Transportation Director is otherwise unavailable to take your call.

## **Camp Keystone Transportation Rules**

Please review these rules with your child prior to his/her first day of camp. These rules were developed for the safety and well being of everyone involved with our transportation program: your child, other passengers, the parents, and the driver.

1. Remain on the curb or sidewalk until the bus arrives.
2. Wait for the bus to come to a complete stop before you approach it.
3. When crossing the street to board your bus or after leaving your bus, wait until the driver or supervisor checks the traffic and then tells you it is safe to cross.
4. Always stop, look, and listen before crossing any street going to and from the bus.
5. Never chase after a camp bus.
6. Once on board the camp bus, please sit in a designated seat and remain seated at all times.  
*Do not sit on the floor.*
7. Always wear your seat belt.
8. When preparing to leave the bus, wait until the vehicle has come to a complete stop before releasing your seat belt and rising from your seat.
9. Talk quietly with your neighbor. Singing is great, but no yelling please.
10. Keep your hands, arms, head, and other body parts inside the vehicle at all times.
11. Do not put or throw any objects out the window.
12. Sit with your back against the seat at all times, looking forward.
13. Do not sit on your knees or turn around at any time.
14. Please keep your hands to yourself and treat others with respect, as you would like to be treated.
15. The use of profanity or vulgarity of any kind is prohibited.
16. Eating certain snacks and drinking water on the bus is a privilege and will be taken away if not controlled.
17. Follow all driver/supervisor instructions.
18. Please help your driver by following the above rules and enjoy your ride to and from camp!

## 2019 Camp Keystone Terms and Conditions of Enrollment

1. Campers must be in good health: Allergies and other conditions, which might affect the health, safety or welfare of the camper, must be noted on the health history form. Health history forms must be filled out online, the link for which can be found at [www.campkeystone.com/forms-and-information](http://www.campkeystone.com/forms-and-information). This MUST be completed seven (7) days prior to camper's first day at camp. Health forms do NOT need to be filled out by a doctor. Campers must be potty trained before attending camp. Parent must agree to allow Camp Keystone to select a physician should their child be confronted with a medical emergency and a parent cannot be reached.
2. Absences/Schedule Changes: There is NO fee for any schedule changes requested prior to June 1<sup>st</sup>, 2019. After June 1<sup>st</sup> each camper is allowed **TWO** (2) schedule changes, at no additional cost. Every schedule change requested after the two (2) "free" changes will be charged a \$20 change fee, regardless if it's for sick days or preplanned absences. **Please note: this applies to both planned and unplanned changes. Change fees will be charged to your credit card on file.** Keystone Prime Membership allows unlimited free schedule changes. All schedule changes, *including Keystone Prime Membership* changes are subject to space availability within the camper's group and are not guaranteed. To be eligible for schedule changes, ALL absences MUST BE communicated via email to [registration@campkeystone.com](mailto:registration@campkeystone.com) no later than 8:30 am on the scheduled camp day for the camper to receive credit for the missed camp day. **If the absence is not communicated via email by 8:30 am, the camp day will be forfeited and no re-schedule will be granted.** If your camper shows up to camp on an **unscheduled camp day**, it will not be considered a schedule change and your credit card will be charged for the additional camp day OR if there is not availability, you will be asked to take your camper home. Overnights may not be substituted for missed days.
3. Deposit and Payment: All registrations require a \$200 deposit per child enrolled. This includes a \$35 registration fee. The balance of all fees is due June 1, 2019, regardless of when your child begins camp. See tuition schedules for discount deadlines; payment in full is due earlier than June 1 for some discounts to apply. There is a 3% discount for payment by check until June 1<sup>st</sup>. **After June 1, no check or cash payments will be accepted.** All charges must be charged to a VALID credit card on file. The camper change/addition etc. will not be confirmed until the charge is successfully processed. **Camp Keystone reserves the right to charge the credit card on file for any outstanding camp balance.** Should the credit card on file not be valid, or the charges denied, Camp Keystone will notify you and you will have 24 hours to correct the error. If after 24 hours, Camp Keystone is still unable to process payment, Camp Keystone reserves the right to deny services requested. Refer to the 2019 Camp Keystone tuition schedules to determine your tuition based on your preferred payment method. Make checks payable to Camp Keystone. Mastercard and Visa credit cards are accepted.
4. Withdrawals and Refunds: For families who enroll during priority enrollment (paid in full by Feb. 4), all fees, excluding registration fee are fully refundable if you notify us by April 1. If you cancel between April 1 and May 1, your \$200 deposit is non-refundable. For all other families registering after Feb. 4, the camp office must be notified by May 1 to receive a refund on all fees, excluding registration fee. After May 1, your \$200 deposit is non-refundable. **After June 1 there are absolutely NO REFUNDS -NO EXCEPTIONS.** We do not offer refunds for camper's time off, missed days, family vacations, partially missed days, any medical reasons, or anything else that requires time off from camp. The exception is for first time Jr. Campers entering preschool and pre-K who may not be ready for camp. Such first time campers will receive on the unused portion of tuition a 50% refund and a 50% credit towards enrollment for the Summer 2020. **Keystone Prime members are eligible for 100% credit for up to 5 missed days to be used during Summer, 2020.** This is a credit, not a refund, and is non-transferrable to siblings, family or friends. While Camp Keystone strives to make Camp enjoyable for all campers, satisfaction with the experience is subjective on the part of the child and the parent. Therefore, it is understood and agreed that Camp Keystone cannot and does not guarantee or warrant any campers' satisfaction. It is also understood and agreed that there are no other agreements, expressed or implied, between Camp Keystone and you or your child regarding Camp Keystone's programs, activities, events or field trips.
5. Dismissal from Camp: Should your child be dismissed from camp for unsatisfactory behavior or conduct, 50% of the unused tuition shall be refunded.
6. Transportation: Camp fees include transportation, but for your convenience we have provided a chart that highlights the discount available for providing your own transportation to camp. Camp Keystone does not offer credit or refunds for days your child does not ride the bus. If you cancel bus transportation completely, your account will be credited for the cost of transportation for the remainder of your child's enrollment. **Transportation will be limited during weeks 1, 2, 10 and 11 (June 12-21 and August 12-23).**
7. Other Charges: Late payments will be subject to a \$20 re-billing/late fee. There will be a \$35 charge for each returned check from the bank. Parents who pick up their child from Extended Day Care after 6:00pm are subject to a \$1/minute charge for every minute they are late. Additionally, camp parent agrees to pay collection, attorney's fees and all other fees associated with the collection of any money owed.
8. Program Changes: Boating and fishing are activities that are subject to drought conditions. We reserve the right to add/substitute program activities.
9. Lunch/Beverage: Lunch may be purchased daily or in advance for \$8.00. Lunch, if brought from home, must not contain perishables. We do not provide refrigeration. Juice/punch and water are provided at lunch as well as an afternoon treat to all campers. Please be sure to label all lunch boxes with your child's name.

## RELEASES

I have read, understand and agree to the Camp Keystone policies and enrollment conditions listed above and on the reverse side. I further agree to:

1. Allow Camp Keystone to select a physician should my child be confronted with a medical emergency and I cannot be reached.
2. Allow my child's image to be used in any and all promotional photographs, videos or web sites.
3. Not hold Camp Keystone responsible for any articles of clothing, personal belongings, personal athletic equipment that are lost or damaged by theft, fire, natural disaster or other occurrence.
4. I understand that Camp Keystone provides limited excess accident medical protection for campers. Parents' insurance is primary. Camp protection will pay only those covered medical expenses, which are not paid by parents.
5. Release Agreement: I understand that accidents and injuries can happen when my child attends Camp Keystone or participates in its recreational programs. I also understand that my child's enrollment at Camp Keystone is voluntary and my signing of this release agreement is in exchange for my child being permitted to attend Camp Keystone. I agree, for myself, my child, and heirs, to assume the risks of any injury or death my child might suffer as a result of my child's conduct or Camp Keystone's negligence while attending Camp Keystone. Furthermore, I agree, for myself and my child, to release and discharge Camp Keystone and its employees and agents from, and expressly waive any and all claims (known or unknown) for, any negligence on their part that might result in personal injury, property damage, death, costs or attorney's fees. This release of liability waives all claims arising from Camp Keystone's negligence, whether known or unknown by me at this time, and I waive the provisions of Civil Code Section 1542, which says, "A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor." I agree that this Release Agreement is to be interpreted in a way to maximize its enforceability, and that if any portion of this agreement is found to be invalid, the remainder of the Release Agreement remains in effect.

**AFTER JUNE 1, 2019, THERE ARE ABSOLUTELY NO REFUNDS-NO EXCEPTIONS.**



## QUICK REFERENCE

Send all schedule change requests to [registration@campkeystone.com](mailto:registration@campkeystone.com) and all transportation requests to [transportation@campkeystone.com](mailto:transportation@campkeystone.com).

For the safety of the children, campers must always wear closed-toed shoes! No sandals, Crocs, or jellies will be permitted.

Parents wishing to visit their child at camp must first sign in and receive a name tag at the office.

After June 1st there are NO refunds, no exception.

To find out what the weekly theme is and what the dress up days are, please refer to the 2019 Summer Calendar on our website, or pick one up in the Camp Office.

The highly anticipated overnights are scheduled for July 19th and August 2nd.

At our Waterslide Camp, August 19<sup>th</sup> through August 23<sup>rd</sup>, campers will participate in regular camp activities during the morning hours. After lunch everyone will head up to the pool and waterslide for an afternoon of sun and fun!

Floatation devices (floaties) are not allowed in the pool.

Campers MUST be potty trained.

For further information, please contact the Camp Keystone Office at 818-889-2224