

## **Summer Camp FAQ**

**What happens after I register my child for camps?** Please mark the camp dates on your calendar and plan to show up at the scheduled date, time and location. Some of our camps will require additional information from you. Please watch your email for additional follow up information. If at any time you have a question about your camp, please feel free to contact our front desk staff at 540-372-1086 ext. 0 or [fredprpf@fredericksburgva.gov](mailto:fredprpf@fredericksburgva.gov).

**Do I need to provide my child's birth certificate at registration?** No, a copy of your child's birth certificate is not required at the time of registration. However, FPRE staff reserve the right at any time to request a child's birth certificate to verify their age.

**How do I cancel my camp registration and can I get a refund?** Individuals wishing to withdraw and/or requesting a refund must do so by contacting the Fredericksburg Parks, Recreation and Events Department. Individuals must follow up their verbal cancellation request with a written refund request and submit it to Fredericksburg Parks, Recreation and Events Department prior to cancellation deadlines. A 10% administrative fee will be charged on all refund requests for advanced cancellations. Cancellation requests less than two weeks (14 days) before camp start date or during camp will be handled on a case by case basis. There will be no refunds given to those who withdraw after program start date. Refunds will require 4 weeks for processing unless paid by credit card. Credit card refunds will take 5 business days to process.

**Should my child bring lunch to camp?** If your camp is a half day (9am-12pm) camp, then your child will not need to bring lunch. If your camp is a full day (9am-4pm) camp, then please provide lunch for your camper. We recommend a snack and drink/water bottle for both half and full day camps too. We do not have access to a refrigerator for any of our camps, so please provide lunches that will keep in warmer weather.

**What about water?** Please send a drink or water bottle with your camper each day – we can refill the bottle throughout the day.

**What about snacks?** We recommend sending a snack each day for all camps especially if your camper is one that needs to eat throughout the day. Some camps provide snacks but if your child has an allergy please note on the registration form and send a snack with your camper each day just in case.

**Is there anything else my child should have for camp?** Some camps will have a supply list, but in general if your camp is an outdoor camp please remember to apply sunscreen, bug spray, chapstick, and/or a head covering to your camper. All campers will be required to have a face mask. Also, please pay attention to appropriate clothing and footwear (closed toed shoes or clothes and shoes that can get wet and dirty).

**What is the heat policy?** We do have a heat policy for athletics and copies are available upon request at the Dorothy Hart Community Center. Basically, we try to structure our camps to minimize heat exposure to our campers and staff.

**Do you ever cancel camp?** We have, on occasion, cancelled camp. ALL cancellations will be made via Fredericksburg Alert. If you have not registered to receive alerts, please visit [www.fredericksburgalert.com](http://www.fredericksburgalert.com) and sign up for "Program Cancellations." An alert will be sent to your email or cellphone as soon as a decision is made. Also, follow us on Facebook.

**What if it storms after camp has started?** A little rain can feel good on a hot summer camp day, but a severe storm will either move the camp indoors or force camp cancellation. We try not to cancel camp AFTER you have dropped off your camper, so if you have a concern please check with camp staff when you drop your child off.

**If camp is cancelled, do you make it up?** Camps typically do not make up cancelled dates because of the tight schedules and facility availability.

**What will happen if my child gets sick?** If your child gets sick, we will use the emergency contact information you provide to us to contact you. In the interim between calling your emergency contact and the arrival of someone to pick up your child, we will try to make your camper comfortable. In the event of a severe illness, we will seek medical attention for your child.

**What if I need someone else to pick my child up – who should I tell?** We expect parents to pick up campers unless otherwise specified. Please notify and provide the camp leader of changes and name of authorized person. If an emergency occurs and you have not notified the camp leader, please contact the FPRE office at (540) 372-1086 x 0.

**What about bee stings or bug bites?** If your child is allergic to bee stings or bug bites, please make sure that you provide us that information during the registration process. Some of our outdoor camps have a specific question about administration of an antihistamine by camp staff. You may elect to authorize our staff to administer medication or not. If you would prefer that our staff not administer medication, we will contact you if your child is stung/bitten and complains about irritation or illness.

**My child is shy, has a fear of spiders, has allergies, has an ADA-qualifying disability – who should I tell?** We ask if your child has any “physical disability, allergies, medication, or facts of which we need to be aware”. PLEASE use the space during the registration process to let us know anything about your child that you believe would be helpful in providing a safe and enjoyable experience for your camper. If your child is shy or has a fear of spiders, or if your child has a disability for which we need to plan, please let us know. We hire camp staff based not only on the number of campers registered but also on the type of activities associated with the camp. If your child will require any extra encouragement in certain situations or when paired with other children, we would like to know.

**My child has ADD or ADHD, but should not need any special accommodation – should I tell someone?** We ask if your child has any “physical disability, allergies, medication, or facts of which we need to be aware”. PLEASE use the space during the registration process to let us know anything about your child that you believe would be helpful in providing a safe and enjoyable experience for your camper. We hire camp staff based not only on the number of campers registered but also on the type of activities associated with the camp. If your child will require any extra encouragement in certain situations or when paired with other children, we would like to know.

### **FAQ for Online Registration Accounts**

**Do I already have an account in your system?** If you or your children have participated with our sports, classes, swimming pool or any rentals with our department at any time in the past, you likely have an account in our system. We will need to help you get your user name. Please call 540-372-1086 ext. 0 or e-mail [prfrontdesk@fredericksburgva.gov](mailto:prfrontdesk@fredericksburgva.gov). Please allow 24 hour response time by our front desk staff.

**I have registered for my account but am having trouble logging in?** Please call 540-372- 1086 ext. 0 or e-mail [prfrontdesk@fredericksburgva.gov](mailto:prfrontdesk@fredericksburgva.gov) and our representatives will be happy to assist you. We will verify the correct username and password with you. Please allow 24 hour response time by our front desk staff.

**I’ve never registered online before even though I’ve been a customer for years. Help?** You have registered activities or sports with us but never registered online before. Please call 540-372-1086 ext. 0 or e-mail [prfrontdesk@fredericksburgva.gov](mailto:prfrontdesk@fredericksburgva.gov) and our representatives will be happy to set up that portion of your account with you. Please allow 24 hour response time by our front desk staff.

**I’ve never signed up with your department. How do I get an online account?** Visit [FXBGparks.com](http://FXBGparks.com) and click on the pencil icon “Register Online” or click the green banner “How Do I” and then under “Sign Up For” click “Summer Camp.” Once on the Summer Camp page click “set up your online account.” When you arrive at our registration landing page, click “Log In/Create Account” in the top left corner of the page. Complete the fields and steps.

**Can I register for camps online with my mobile device or tablet?** Yes!

**I'm creating a new account so why is it telling me I already have an account?** If you or your children have participated with our sports, classes, swimming pool or any rentals with our department at any time in the past, you likely have an account in our system. We will need to help you get your user name. Please call 540-372-1086 ext. 0 or e-mail [prfrontdesk@fredericksburgva.gov](mailto:prfrontdesk@fredericksburgva.gov).

**I have created an account but it wouldn't let me add my child.** The child is most likely attached to another account. Please contact the front desk for assistance 540-372-1086 ext. 0 or e-mail [prfrontdesk@fredericksburgva.gov](mailto:prfrontdesk@fredericksburgva.gov). Please allow 24 hour response time.

**I can't find the class, activity or sport online.** It might not be open for registration or it has already passed the registration deadline. Some programs, including our Tot Sports programs do not permit online enrollment. If you are unsure, please feel free to contact our front desk 540-372-1086 ext. 0 or e-mail [prfrontdesk@fredericksburgva.gov](mailto:prfrontdesk@fredericksburgva.gov). Please allow 24 hour response time.

**Why am I getting an error when trying to pay for a class?** Sometimes our system gets buggy. Please give it a moment and refresh the page and try again. If you are still having an issue, please contact our front desk and they will be happy to assist you.

**Why is it charging me the wrong price or the dates are wrong?** The online listing is different than what is printed in the catalog. We may have errors or changes in a program since the catalog went to print. If you have questions, please contact our front desk.

**Why won't it let me register my child for a class?** If the child is out of the age range of the program or sport the online registration will block the child's enrollment. Our front desk can override registration if you have an age waiver (for some programs). **Sports-** there is an additional form for age waiving up and it can only be one year and only into the novice division and up. **Programs-** we have some programs where children have permission from instructors to be placed in advanced classes due to their advanced talent.