



UTG Summer Camp FAQ, Cancellation and Refund Policies

What does my child need to bring to camp?

To fully and comfortably enjoy camp, we encourage your child to bring the following items:

- Closed lid water bottle for hot summer days
- Comfortable clothing for both indoor and outdoor activities
- Small class sizes & low instructor to student ratio
- Any personal medication or supplements that need to be taken between camp hours
- Sunscreen, hat and appropriate
- Packed lunch
- Optional personal laptop
- An open-mind, a passion to learn, and a positive attitude!

Is my child allowed to bring a cellphone into the classroom?

We understand that having a cellphone is essential for communication and for emergency purposes. Campers are allowed to bring their cellphones to camp as long as it does not disturb other campers or affect the learning environment of the camp. Campers will be asked to turn their cellphones to silent or vibrate mode during any instructional/ learning time at camp.

What is the Parent Pick-Up Procedure?

Campers who are older than 11 years old by July 1 of this year can sign themselves out of camp during the pick-up period of 3:30—4:00 pm.

Participants who are younger than 11 years of age will require an authorized pick-up person to sign them out each day after camp.

Is it possible to transfer camp dates or type of camp?

Yes, it is possible to transfer camps depending on availability and how full the camps are. We will try our best to accommodate to sudden changes in plans by working with you to figure out the best possible outcome. However, we will require at least a 5 day notice prior to the start of the camp for any changes. There is \$50 transfer fee for changing dates or type of camp to cover administrative costs.

Is it possible to transfer camp to another family member or friend?

Yes, it is possible to transfer your camp to another family member or friend depending on the availability of camp, change of age in participant and how full the camps are. There is a \$50 transfer fee. We will require at least a 5 day notice prior to the start of the camp for any changes.

Do you offer assistance or options for children with disabilities?

In order to ensure the best experience for children with special needs or disabilities, we encourage parents to contact us at least 2 weeks prior to the start of camp to collaborate and find a program best suited for your child.

We will try our best to provide a volunteer who can provide additional assistance, but please keep in mind that these volunteers do not necessarily have any specific training on working with children with special needs or disabilities. Our volunteers are mostly Under the GUI students whom we know personally or high school students who have completed our camp training program.

What is your payment policy?

We require a full payment for each camp for each camper at the time of registration. All payments must be paid online and must not be paid at any Under the GUI school location.

What is your cancellation policy?

Cancellation requests must be made in writing or in e-mail. All cancellations are subject to a \$50 administration fee per camp session and per child cancelled. Refunds for cancellations requested within 10 business days of the start of camp session are subject to a cancellation penalty of 50% of the total camp fee. There are no refunds for cancellations requested after the start date of the camp.

Any refund requested is considered on an individual basis by the Outreach Director or other camp supervisors. Cancellation requests due to medical reasons must be accompanied by a doctor's note at the time of the request. Refunds will be issued by cheque by mail or pick-up.

Please allow 4—6 weeks for a refund to be mailed after it has been issued.

If you have any other concerns or issues, please contact us at hello@underthegui.com