



## Youth Program Policies

### **Cancellation/Refund Policy:**

For Camps: AWLA will refund the camp registration fee (not including the 5% service charge + 0.50) up to **3 weeks prior** to the start of the camp session for which you have registered your child. Within three weeks of the start of camp, refunds are given only if the child has a medical emergency and a doctor's written verification is submitted BEFORE the camp begins. Transfers are not permitted

### **Allergies Alert:**

If your child has allergies to peanuts, cats, dogs, or small companion animals of any kind (bunnies, ferrets, guinea pigs, birds, etc.), in-person camps might not be the best option for your child. Camp activities often include contact with all of these animals and substances. If your child would still like to participate in the camp, we ask that you speak with our Youth Programs Coordinator after you register for the program. Additionally, for animal allergies, we ask that you administer antihistamines prior to the start of the camp day.

### **Participant Behavior:**

While at AWLA, all camp participants are expected to treat others with respect and compassion no matter the platform of camp. This includes other campers, AWLA staff, and animals. Behavior guidelines and facility rules will be reviewed with campers on the first day of each camp session. Campers who are consistently unable to follow these guidelines may be asked to leave camp for the day or may be dismissed for the remainder of the session. No refunds will be available to campers who are dismissed for behavioral reasons.

We have zero tolerance regarding bullying, cyberbullying, fighting or using an object as a weapon. Likewise, the use of tobacco, drugs, or alcohol is strictly prohibited. Violation of these policies is grounds for immediate dismissal from camp. No refunds will be available to campers who are dismissed for a violation of these policies.

### **Camper Cell Phone Use:**

Campers who bring cell phones with them to camp may only use their phones to contact parents in the case of an emergency. Calling or texting during camp activities will not be permitted.

### **In Case of Emergency:**

In the event of an emergency or unforeseeable event, AWLA staff will contact you using the information provided with your registration. If we cannot reach a parent or guardian, we will leave messages and attempt to reach the person(s) listed as emergency contacts. If this information needs to be updated after you have registered, please notify camp staff or email our Youth Programs Coordinator, Karyn Orth at [korth@awla.org](mailto:korth@awla.org).