

2024/2025 Winter Break Camp REFUND POLICY:

Refunds for all programs will be made in writing by email and will be refunded in accordance with the schedule below. Credit can be obtained for the full amount of the refund to use towards another program if the guidelines noted below are met and the program date is within the same calendar year.

Winter Break Refunds Schedule with Notice:

- By-the-day refunds minus \$15 admin fee per day or a credit can be applied to your account with no administration fee - available until November 25.
- 50% credit is available until December 6
- After December 6, no refunds or credits are available
- Transferring to a different session – changes to the dates you are registered for camp can be made up to December 6 **based on availability** and must fall within the same camp season.

**Refunds with less notice are available if we can fill your spot with someone from our waiting list. Please note our waiting list/transfer administrative fee is \$25/day. You are also welcome to see if you have a friend or family member to take your spot, and we will transfer the spot to them subject to a \$25 transfer fee; we require a minimum of 2 business days to transfer a spot to another participant.

No Refunds for Partial Program Attendance, Behaviour Issues or Illness/Allergies:

- We do not provide refunds or credits when someone leaves a program part-way through.
- We do not provide refunds if your child is asked to leave the program due to behavioural concerns that put them, other campers or our staff at risk or break our code of conduct.
- Refunds/credits are **not** provided due to illness. If you give us enough notice, we will do everything we can to fill your spot with someone from the waiting list or by opening the spots online. Virtually all of our expenses are incurred before the start of the camp or program. Similarly, we cannot give refunds or credits to people who have registered for more than one session if they choose during their first session not to attend another session. (The exception to this is if we can fill the spot with someone on our waiting list, then a refund can be provided minus the waiting list administrative fee of \$25/day.)
- Refunds and credits cannot be provided due to allergies/allergic reactions. We are an animal-based camp with many pets, hay, shaving, hair, dander and other allergens. Prior to registering it is best you are aware of your child's ability to tolerate different allergens, so that they can have a successful week at camp.

Code Of Conduct:**Respect For The Environment And Camp Facilities:**

- Campers will not bring cell phones, tablets, music players, video games, or any other electronics to camp because they detract from the enjoyment of and interaction with others and with the natural world. Camp is a tech FREE ZONE.
- Campers will be sensitive to the environment. All campers will practice “No Trace Camping,” always clean up after themselves, and bring a litter-free lunch.
- Campers will pick up litter and not damage or remove anything from the environment or camp property.
- Campers will respect and take care of the Pawsitively Pets facilities, program supplies, animals and equipment.
- Campers will treat the camp space as they would treat their home; they will not purposefully vandalize or damage any aspect of the facility.

Respect For Fellow Campers, Staff, Volunteers and the Animals- Behaviour**Expectations:**

- Campers will treat all animals with kindness and adhere to the rules provided for safe animal interactions.
- Campers will treat each other, staff, volunteers and the animals with respect.
- Verbal and physical abuse will not be tolerated at camp. Pawsitively Pets provides an environment where words are expected to be kind and hands are for helping others.

If a camper has difficulty adhering to our Behaviour Agreement, Pawsitively Pets will:

- The staff will remind the camper of expected behaviour.
- Review this Camper Behaviour Agreement above.
- Contact parent/caregiver to discuss some of the challenges and look for strategies to support the camper to succeed.

If a pattern of inappropriate behaviour continues, Pawsitively Pets staff will work with the camper and family to set specific, appropriate behaviour goals and outline consequences for continued inappropriate behaviour. Pawsitively Pets may ask parents/guardians for support staff for their camper at camp or early pick-ups to help create a successful day.

At the discretion of a director, continued inappropriate behaviour or severely inappropriate behaviour (such as physical or emotional violence or possession of prohibited items) may result in dismissal from camp and the forfeiture of camp fees. A parent/guardian is responsible for picking up a dismissed camper immediately.

We require parents/guardians to read the Code of Conduct together with their new and returning camper(s). By registering for camp, parents/guardians acknowledge and accept the responsibility to meet these expectations.

Parent/Guardian Code of Conduct

Our staff work tirelessly to provide a positive experience for campers, parents and guardians. Open communication is critical, and the camp will always communicate important information to families throughout the session. We treat our campers and their families with the utmost respect and expect the same in return. Our expectation, regardless of the information being shared with you, is that parents/guardians will always show respect towards our staff. We are mindful that sometimes the information being shared may be upsetting, whether it be about behavioural challenges or health and safety concerns. Our commitment is always to work with you regarding any matter, including putting strategies in place and handling the current situation effectively.

With this in mind, any sort of physical or emotional harm directed towards any of our staff members, other campers and/or parents/guardians, from a parent/guardian will not be tolerated. To be clear, communicating aggressively or threatening any members of our staff team, or other campers and/or their parents/guardians, including but not limited to in-person communication, over the phone, or in writing, is strictly prohibited.

At the discretion of a director, continued inappropriate communication or severely inappropriate behaviour, as outlined above by campers or parents/guardians, may result in the dismissal from camp and the forfeiture of camp fees.

Guidelines for Success:

- If your child has 1:1 support or additional support at school, they will need additional support at camp. We welcome all support workers.
- The expectation is that if your child has 1:1 or additional support at school you will provide additional support for them at camp. Please provide us with the support worker's name and Vulnerable Sector background check at least one week before camp starts.
- Support staff is required to be an adult over the age of 18 (non-family member) trained to support a campers emotional/physical and/or self-regulation needs at camp.
- Pawsitively Pets does not have 1:1 support staff available at camp.
- Success at camp is best with open communication; the more information you give us about your child, the more we can support them at camp. We expect that parents/guardians will provide all information to the camp regarding any known behavioural challenges they are working on with their camper(s) outside of camp. Providing information before the session makes it easier to set up campers, staff and volunteers to successfully provide campers with a positive experience. The more information you share, the better we can prepare our staff. This includes and is not limited to, behavioural challenges at home and at school, medications campers are taking to support their needs, or professional's campers are receiving support from as well. We understand some of this information is confidential in nature, and we want you to know that our team will respect this at all times.
- Please include all information that will help camp be a positive experience for your child. Our goal is to set everyone up for success.