



## 2024 CALGARY MFRC SUMMER CAMP POLICIES

Welcome to the Calgary MFRC Summer Camps! We are excited you chose the Calgary MFRC for your child(ren's) fun and educational adventures. We hope every camper goes home with a smile and stories to share of their day playing games, learning about our wildlife, doing crafts, riding horses, taking some amusement rides, and making a friend or two.

### Refunds

Day camps can be cancelled at any time. Cancellations must be submitted via email to [lorelei.arnett@calgarymfrfc.ca](mailto:lorelei.arnett@calgarymfrfc.ca).

To receive a refund, you must submit a written request no later than seven (7) business days before the camp's listed start date. All refunds are subject to a non-refundable administration fee of 15% of camp tuition. Calgary MFRC will not offer a refund if the request is received less than seven (7) business days before the camp start date unless it is for a documented medical reason or family emergency.

Refunds will be issued by cheque.

### Waitlist

There are maximum capacities set for Calgary MFRC Camps. Registration is on a first come, first served basis. Once a session's maximum registration has been reached, individuals will be placed on a waiting list. Though additional spaces may be made available, there is no guarantee that they will be accommodated.

### Health and Safety

All Calgary MFRC staff are First Aid certified and have successful criminal record checks. All our volunteers have a successful criminal record check. They adhere to the Calgary MFRC safety policies and procedures, including health and safety reports with incidents.

Staff and our Volunteers, however, are not trained support workers or medical professionals. They are not authorized to administer medication and are not authorized to provide children with 1- on-1 medical support.

Participants must be able to self-administer medication with staff/volunteer supervision and support and go to the washroom independently. Depending on the support required, we may or may not have the resources to properly accommodate your child and still ensure a successful camp experience. As the safety of your child is our top priority, Calgary MFRC reserves the right to cancel and refund the registration of any child if the Calgary MFRC and the Primary Contact cannot create a plan that ensures the safe participation of the child.

### Weather

Some scheduled program activities may be cancelled due to the weather and facility conditions/closures. Although we will do what we can to re-schedule the missed activities, this is not guaranteed. We will continue to work hard to ensure all campers have a great camp experience, rain, or shine, and



appreciate your understanding regarding matters out of our control, such as weather and facility closures.

### **Extreme Heat**

In the event that we encounter a day of extreme heat, programming will still take place outside with groups playing more water games & activities and utilizing the shaded areas throughout the park. Staff will frequently take water breaks throughout the day with their campers.

### **Behaviour**

All camp participants, staff, and volunteers are expected to treat fellow campers, and all instructors, including those from external partner organizations, with consideration and respect. We have a zero-tolerance policy on discrimination against any individual regarding one's race, colour, ancestry, place of origin, Indigenous identity, political belief, religion, family status, physical or mental abilities, sex, sexual orientation, gender identity or expression.

At Calgary MFRC Summer Camps, bullying is inexcusable and will not be tolerated. If a camp participant has difficulty following our camp rules, staff and administrators will coach participants and remind them of the expectations. Staff will collaborate with or ask for suggestions from parents/caregivers if they encounter consistent behavioural issues from a camper.

If a camper continually breaches the rules of camp or exhibits extreme behaviour that risks the health or safety of themselves or others, Calgary MFRC has the right to remove the participant from our program, with no refund rewarded.

### **Postponement, Cancellation and Adjustment of Camp Activities**

Calgary MFRC reserves the right to cancel, postpone, or combine Summer Camp activities, limit registrations, or alter camp content, instructors, leaders, dates and/or times.

Registrants will be notified of camp changes by email before the start date. All efforts will be made to reschedule an activity of similar value. If there is a difference in the cost of the activity a refund will be issued by the Calgary MFRC in the amount of the difference.