



Policies and General Information - Day Camps

SMUS Camps strives to provide high-quality, stimulating educational programs to keep children active and engaged in a safe and nurturing environment. Policies are in place to streamline registration, ensure that instructor-to-child ratios are maintained, and ensure instructors know who will be in the camp daily. This assists instructors in planning and preparing high-quality activities that meet each child's developmental needs.

Cancellation and Refund Policy

All requests for cancellations must be via email to externalprograms@smus.ca.

- All refunds are subject to a \$20 administration fee per camp per camper.
- Cancellations made up to 10 business days before the program start date will receive a full refund minus a \$20 administration fee per camp per camper.
- Cancellations made less than 10 business days before the program start date will not receive a refund*.
- No refund is available if your child cannot attend camp for any given day of the program.

**Certain exemptions to this policy may apply for illness or injury. Documentation will be requested.*

In the event that SMUS Camps cancel a program for any reason, a full refund of the program fees will be issued. Programs run subject to minimum enrollment, and we reserve the right to cancel a session or camp if the minimum enrollment is not met within one week before the start of the program.

Gender Identity

SMUS Camps intend to create a space where everyone feels welcome and safe. During registration, you may add pronouns to camper information to ensure staff correctly addresses them. If your camper feels uncomfortable providing this information, please leave it blank.

Currently, our system collects gender as male or female. This is used to allocate housing for our overnight camps and single-gender sports camps. If you feel these binary options do not accurately represent your camper, please contact us at externalprograms@smus.ca.

Allergy Aware

All of the facilities SMUS Camps uses are allergy-aware spaces. Please indicate in the registration form if your camper has any allergies so we can do our best to ensure the safety of campers.

Sickness

Our goal is to keep everyone healthy at camp, so if your child displays any symptoms of a communicable disease (fever, rash, runny nose, cough, vomiting), please make alternate arrangements for care on that day. The instructor reserves the right to send children home if they are dropped off with signs of illness.



Lost & Found

Any items left behind will be held in the Lost and Found until the end of the holiday period at the location where the camp took place. Please label your child's belongings for easy identification and return if misplaced. Any unclaimed items will be disposed of at our discretion 30 days after the last day of the holiday period.

Valuables

Children should not bring valuables to camp. Please ensure that clothing, lunch kits, and other personal items are clearly labelled.