



POLICIES AND GENERAL INFORMATION

SMUS Holiday Programs strive 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:child ratios are maintained, and to ensure that instructors know who will be in the camp each day. This assists instructors in planning and preparing high quality activities that meet each child's developmental needs.

Cancellation and Refund Policy

In the event that a program is cancelled by St. Michaels University School (SMUS) for any reason, SMUS will issue a full refund of the program paid.

Cancellations made up to 10 business days before the program start date will receive a full refund.

We regret that we cannot issue refunds for cancellations made less than 10 business days before the program start date. There is no refund available if your child cannot attend camp for any given day of the program. Certain exemptions to this policy may apply in the case of illness or injury, in which case documentation will be requested.

All requests for cancellations must be made in writing via email to externalprograms@smus.ca, or letter mailed to or dropped off at St. Michaels University School (3400 Richmond Road), to the attention of the External Programs Office.

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 prior to the start of the program. Parents will be notified immediately, and a full refund will be given.

Prorated and Drop-In Fees

Students who can attend a full week of camp will be given priority in registration and attendance. For students who wish to register but are unable to attend a full week of camp, prorated spots may be available where the camp is not fully subscribed. The availability and cost of prorated spots are entirely at the discretion of SMUS, and require written approval. To inquire about prorated spots, parents can email externalprograms@smus.ca shortly before the camp is scheduled to start.

**Health and Wellness**

Our goal is to keep everyone healthy at camp, so if your child is displaying 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.

Allergy Aware

We are an allergy aware facility and will accommodate participants according to their needs.

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. Unclaimed items will be donated to charity. Please label your child's belongings for easy identification and return if misplaced.

Valuables

Children should not bring valuables to camp. Please ensure that clothing, lunch kits, and other personal items are clearly labeled in case they are misplaced.