

## Virtual Summer Camp at FAU Pine Jog - Frequently Asked Questions (FAQ)

**How do I register my child(ren) for the virtual camp?** Registration is completed online. The cutoff time for registrations for each camp is listed on the website. Please visit

<http://www.pinejog.fau.edu/school-programs/summer-day-camp.php>.

**How much is the virtual summer camp?** Virtual summer camp is available for grades K-5 and is \$75 per week, including all materials needed for planned activities. Please note that the camp curriculum topics are different each week. We understand that there may be cases when two campers (siblings or close friends) may want to attend the virtual camp together from the same location. A separate registration will need to be completed per camper to receive individual materials kits. Otherwise, only materials for one camper will be provided.

**How are virtual camp sessions facilitated?** Campers registered for virtual summer camp will receive a google classroom invite for their assigned virtual group for the week. Campers and/or caregivers are responsible for connecting to the google classroom session themselves. Sessions will follow a specific schedule provided, and two sessions a day will be hosted live. Materials needed for the activities are included in the camp registration. They will be available for a non-contact pick-up at FAU Pine Jog each week on the Thursday (5:00 p.m. to 7:00 p.m.) and Friday (8:30 a.m. to 10:00 a.m.) prior to the camp session.

**What should I do if I have trouble connecting to a session?** For immediate help, please email [w Diazgra@fau.edu](mailto:w Diazgra@fau.edu) or text (561)-430-8685. The account will be monitored continuously between 9:45 a.m. and 2:30 p.m. on camp days, and a staff member will respond to your request as soon as possible.

Please note that FAU Pine Jog is not responsible for technical support. Due to, but not limited to, loss of internet at your home, personal equipment malfunctions including web camera, computer microphone, and computer, or errors due to antivirus software on your computer/tablet.

**What does a typical week at virtual summer camp look like?** Campers will be engaged in the theme of the week through hands-on activities, virtual tours, and educational videos throughout the sessions. Campers in grades K-5 will have two live engagements per day. The engagements will take place on a set schedule at 10 a.m. and 1:30 p.m. Between these times; campers will be provided self-directed activities to engage in.

**Who are the staff that will be with my child?** Camp instruction will be provided by experienced FAU Pine Jog staff who will incorporate nature-based learning into a web-based learning experience.

**What materials will be provided for my child to complete their activities?** Each registered virtual summer camper will receive a materials kit per each week registered. This kit will include an assortment of class tools and supplies needed for completion of camp activities except for select materials, such as tap water. *Households will be responsible for providing their own internet connection, computer, and/or handheld device to connect to the google classroom platform.*

**What is your behavior policy for campers?** Good behavior is a key component of a successful summer camp experience. In order to provide all campers with a safe and fun-filled camp experience, all campers must exhibit proper behavior and etiquette. Campers are always expected to respect and listen to their instructors and fellow campers. Inappropriate, disruptive, and/or aggressive behavior while at camp will

not be tolerated. Examples of inappropriate behavior include, but are not limited to, name-calling, foul language, arguing disrespectful actions, and cyber-bullying. FAU Pine Jog reserves the right, upon notification of parents, to dismiss any student during any sessions for conduct that is deemed detrimental to the well-being of other students, staff, or the overall operation of the virtual camp. No refund/credit will be issued if your child is dismissed.

**What is your cancellation policy?** Classes that do not meet minimum enrollment requirements are subject to cancellation. If we must cancel your class, we will contact you to inform you of other classes that may be available. If no other class is selected, a full refund will be provided.

**What is your withdrawal policy?** FAU Pine Jog has designed its cancellation policy to minimize the number of program spots that are unused due to last-minute cancellations. Cancellations made more than 10 business days prior to the start of the virtual class will incur a \$35 administrative fee. No refunds will be given for cancellations made within 10 business days of the start of the virtual class.

**Can I request to be with a friend?** When you register, send an email with this request to [wdiazgra@fau.edu](mailto:wdiazgra@fau.edu). Be sure to coordinate with your friend to make sure you sign up for the same camp.

**Do You Accommodate Special Needs?** We make all possible accommodations to suit your child where possible. While we are extremely sensitive to any and all needs that students may have, some fall outside the scope of what we can accommodate or manage. Please contact us through email at [wdiazgra@fau.edu](mailto:wdiazgra@fau.edu) to discuss.

**What happens if my child is absent for a day?** It is up to the camper and their parent/guardian to connect to virtual summer camp sessions. Absences may not be “made up” by having your child(ren) attend another camp on a different day, nor will you receive a refund for any missed days/engagement sessions. Campers may request the recorded copies of the live interactions from that day if they so choose.

**Who do I contact if I have a problem situation with the virtual summer camp program or registration?** We want your child to have an enjoyable and rewarding virtual summer camp experience. With your help, we can ensure that all campers are at ease and comfortable. Please email Wendy Diazgranados, Summer Camp Director at [wdiazgra@fau.edu](mailto:wdiazgra@fau.edu), or (561) 430-8656 if your child is having a problem during their camp experience.

**IN CASE OF EMERGENCY: Contact Wendy Diazgranados, Summer Camp Director at [wdiazgra@fau.edu](mailto:wdiazgra@fau.edu) or (561) 430-8656.**