



## **GENERAL INFORMATION AND STANDARDS**

### **Administration & Camp Staff**

SeaWorld Camps are designed, directed, and supervised by the Education & Conservation Department of SeaWorld San Diego.

SeaWorld is an accredited member camp of the American Camp Association (ACA). Developed exclusively for the camp profession, the ACA focuses on program quality, health and safety issues, and requires us to review every facet of our operation.

All SeaWorld Day Camp Counselors are members of the SeaWorld Education & Conservation Department. All staff must pass a nationwide criminal background check before working at camp and are subject to random drug testing.

Once hired, their training includes child behavior management, marine animal natural history, and educational SeaWorld-themed crafts, games, and songs. A trained camp staff member is present with campers at all times.

### **Mandatory Camper Health History and Release Forms**

Before your camper can participate in camp, you must complete all of the following forms in your online confirmation packet through CampDoc:

- General Information
- Emergency Contacts
- Pick Up List
- Insurance
- Healthcare Provider
- Immunizations
- Health History
- Tell Us About Your Child
- Medications
- Authorization

*You will be emailed a link to complete your confirmation packet for your child. It must be completed online through CampDoc at least two weeks before your camp session. Campers will not be admitted to camp until signed release forms and health history forms are on file.*

*SeaWorld Day Camp is for enrolled students only. Adults, siblings, and other guests may not attend.*

### **Daily Drop-off and Pick-up Procedures**

Day Camp Entrance through special Tolls lane on West side of park. See *Day Camp Map* document emailed to you via CampDoc two weeks before your child's camp date. It is also available on the SeaWorld San Diego Day Camp web page.

### **YOUR MUST ENTER TOLLS VIA INGRAHAM STREET/PEREZ COVE WAY.**

Do not enter Tolls via SeaWorld Drive or you will have to pay the parking fee. Please show the *Day Camp Map* at the special Tolls lane for entrance each day.

*For the safety of the campers and employees please drive slowly in the parking lot. The posted speed limit is 10 MPH and will be enforced.*

### **Camper Check-In and Sign-Out**

Campers will need to check-in with their counselor at the Day Camp Drop-off/Pick-up area. A parent, guardian, or designee must sign the camper out each day after showing the counselor their **photo ID card/license**.

Camper check-in begins at 8:15 a.m. Please do not drop off your camper before this time. The drop-off/pick-up area will not have supervision until camp staff arrives at 8:15 a.m.

Camper class rosters will be posted early Monday mornings at the Check-In area.

**To check-in:** walk your camper to the appropriate grade level and section sign to meet his or her counselors and receive a nametag.

- Counselors and campers will enter SeaWorld at 8:30 a.m.

### **Camper pick-up is at 3:00 p.m. for all campers.**

If another adult besides yourself is picking up your camper, that adult must be on your child's *Camper Sign-Out Sheet* included in your confirmation packet and they must present a picture ID.

If we have any concerns, a Camp Supervisor will contact the parent/guardian for instructions before releasing a child. It is important that we have a contact phone number in the United States where you may be reached at all times.

### **Late or Absent Campers**

If your child will be late for drop-off or absent from camp, please call (619)226-3900 ext. 4379 Monday through Friday after 8:30 a.m. Missed days cannot be made up or refunded. Keep in mind that it may take as long as 30 minutes for a late camper to store their belongings and be united with their class.

If your child will be picked up late (after 3:05 p.m.) please call (619)226-3900 ext. 4379.

### **Early Pick-Up**

If you need to pick up your camper early (before 3:00 p.m.), please speak with your camp counselors **and** the camp supervisor at morning check-in. **Early pick-ups will be at 1:00 only.** We will arrange to have your camper at the Camp Drop-off/Pick-up area at the appropriate time.

If you need to schedule a pick-up after camp begins, please call (619)226-3900 ext. 4379. **Please remember that unexpected early pick-ups may take as long as 30 minutes to collect your camper, gather their belongings, and escort them to the Camp Drop-off/Pick-up area.**

### **Camper Attire**

Campers receive a SeaWorld Day Camp shirt on the first day of camp. This camp shirt should be worn every day. Camp shirts help build camaraderie and allow counselors to identify and manage their groups more effectively.

Please dress your camper in cool, comfortable play clothes and comfortable, closed-toe, walking shoes. A hat and sunscreen are recommended. Dress in layers; San Diego can be cool and overcast in the morning and then turn hot and sunny by afternoon. While we do remind them to reapply sunscreen at lunchtime, it is the camper's responsibility to do so.

Campers are welcome to wear a *small* backpack or fanny pack to hold a snack, camera, and sunscreen. Make sure personal items are labeled. Please leave valuables, including money, at home. SeaWorld is not responsible for lost or stolen items.

### **Drinks, Snacks, and Lunch**

All campers will receive a SeaWorld Adventure Camp water bottle on the first day of camp. Campers can fill it with water or another type of drink from home during the week. We will take bathroom and snack breaks throughout the day. Campers may refill their water bottle at this time from water fountains.

SeaWorld will provide a morning and an afternoon snack to your camper, (examples include chewy granola bars and cheddar goldfish crackers).

**You will need to send a non-perishable lunch**, (lunches will not be stored in a refrigerator), for your camper. No glass containers or straws are allowed. **DO NOT** send money.

Document your child's special dietary needs or allergies on the health history form. ***Please remind us at check-in if your camper has any special dietary needs or allergies.***

### **Day Camp at SeaWorld**

The day will be spent both in the park enjoying SeaWorld's shows, animal exhibits and aquariums, rides, and Sesame Street Bay of Play and also at our camp facility playing games, performing labs, and making crafts. Games, crafts, labs, and activities change annually to create a unique camp experience for your child. Campers will also have time to rest out of the sun during the afternoon at our air-conditioned

multipurpose room located at the camp facility. Campers may watch short segments of appropriately rated movies during this rest time.

### **Camp “Wet Days”**

*Any day can be a “Wet Day” if the camper chooses. Almost every day features an opportunity to see a show (and sit in the soak zone), go on a ride, or visit Bay of Play.*

Please have your camper dress appropriately:

- Clothing that dries quickly.
- Shoes that can get wet; no flip-flops.
- Sunscreen. (Counselors will remind campers to re-apply sunscreen after lunch, however it is the camper’s responsibility to do so.)

### **Staying at SeaWorld After Camp**

The price of camp *does not* include admission to the SeaWorld Park after camp. Campers must purchase a ticket at the main entrance to go back into the park after camp.

SeaWorld Passport Members may stay in the park after camp, if they are accompanied by an admission-paid or passport-member adult. Please go to the front entrance for entry back into the park.

### **Refunds and Cancellations**

Speak to a reservationist for any and all changes. A \$25 processing fee will be withheld from all refunds.

Cancellations received **six weeks** prior to camp will result in a 100% refund minus a \$25 processing fee per child, and if received **four to six weeks** prior to the session, will result in a 50% refund minus the processing fee.

If notice of cancellation is received **four weeks or less** prior to camp, the entire camp fee will be forfeited, or, if space is available, you may rebook into an open date within the same calendar year.

Camp is not cancelled for rain. You will not receive a refund if your child misses a day of camp.

If any participant leaves camp early, or is dismissed, no refund will be given.

Please call (619)226-3900 ext. 4379 if you have any questions or concerns about the camp programs.

### **Medical Services**

SeaWorld has a team of Nurses and/or Emergency Medical Technicians on duty at all times while camp is in session. These health care professionals are under the supervision of a licensed doctor.

Camp Counselors are trained to respond to safety and emergency situations and carry a radio to contact Medical Services at any time.

While at SeaWorld San Diego, the Medical Services staff will attend to any camper's minor medical needs or recommend further medical attention. A SeaWorld representative will contact you in case of an emergency.

Please make sure the emergency contact information and any phone numbers listed on your child's online forms are accurate and up-to-date. *At least one number should be a local or U.S. cellular phone number.*

### **Medications**

Please make sure to fully and accurately complete your child's profile via CampDoc including information about any prescription and/or over-the-counter (OTC) medications your camper is using and/or needs to bring with them to camp. SeaWorld Medical Services staff *cannot* dispense any medications without the parent/guardian approval signature on the *Medications Form* including the over-the-counter medication section.

All prescription and over-the-counter medications must be turned in to staff at check-in. All medications must be in their original containers displaying original labels with physician's instructions (if prescription) or with manufacturer's directions (if over-the-counter). Camper medications will be stored in a labeled bag at the SeaWorld Medical Services office. SeaWorld Medical Services staff will be responsible for administering all medication, either as prescribed in writing by a physician, or as indicated by the manufacturer's directions for an over-the-counter medication.

### **Weather Emergencies**

Safety is a top priority at SeaWorld. Camp Management and Counselors will balance the components of the program with the current weather conditions. Weather conditions are monitored closely by our Security department and our enjoyment of the park elements is contingent upon the proximity and nature of weather factors such as lightning or high winds.

In the event of lightning in the immediate vicinity, the group will be moved to the closest indoor location until the threat has passed. Individual decisions as to the status of programs during more severe weather, will be considered on a case by case basis with input from both the park and the Camp Management team.