

GENERAL PROGRAM POLICIES	
Age Requirements	<ul style="list-style-type: none"> • Summer Camp Programs: Ages 5 – 13 years • Swimming Lesson Programs: Ages 2+ • Lifesaving Programs: Ages 11 – 15 years
Hours of Operation (Monday – Friday)	<ul style="list-style-type: none"> • Summer Camp Programs: 9:00 AM to 3:30 PM • Swimming Lesson Programs: 8:15AM to 4:20 PM daily • Lifesaving Programs: July 26 – 30: 9:00 AM to 3:30 PM
Extended Hours	<ul style="list-style-type: none"> • Will not be available Summer 2021
Participant to Facilitator Ratios	<ul style="list-style-type: none"> • Summer Camp Programs: Ages 5 – 13 years: 6:1 • Swimming Lesson Programs: 4:1 <ul style="list-style-type: none"> ◦ Dependent on private/semi-private lesson and COVID-19 group size restrictions • Lifesaving Program: Ages 11 – 15 years: 10:1
CAMP POLICIES	
Morning Drop Off & Afternoon Pick Up	<ul style="list-style-type: none"> • Drop off will be staggered between 8:45 and 9:00am during which time parents/guardians will respond to health screening questions, sign in, and give participants time to prepare for the day. <ul style="list-style-type: none"> ◦ Please ensure you drop off & pick up at the appropriate designated site, which will be shared with families prior to the start of programs • If you will be late or require early pick up, please call or text Brad (905) 429-1498 and we will arrange a meeting point • Pick up time is 3:30pm • For security reasons you must sign out your child with their facilitator before leaving the property
Parking	<ul style="list-style-type: none"> • The upper loop of the driveway will be closed as health screening & drop off will be going on here • Angled parking is available down the hill from the Green Shop Building; 2 spaces are also available within each of the middle & lower loops for short term parking • We appreciate you not parking on the lawn or at the top of the Kiss & Ride area where there will be a portable washroom situated
Personal Belongings, Food, and Water	<ul style="list-style-type: none"> • Personal belongings must be kept to a minimum and remain in their bags or on them • Hooks will be available for participants to hang their bags/belongings • We encourage families to label their child(ren)'s belongings • All participants must supply their own food and drink; no sharing is permitted • Please send litterless/boomerang lunches and refillable water bottles - all food waste and packaging must go home with each participant and be disposed of at home
Water Safety Considerations	<ul style="list-style-type: none"> • No child may enter the pool area or go within 20 ft. of the pond without the direct supervision of a facilitator, swim instructor or lifeguard • Land activities: ecosystem exploration, sand castle building, sports, crafts and more • Water activities: kayaking, paddleboat, and wading <ul style="list-style-type: none"> ◦ SWIMMING will not be available Summer 2021 ◦ Participants must bring their own lifejacket to camp to be worn when kayaking, using the paddleboat or wading in the pond
SWIMMING LESSON POLICIES	
Facilities & Scheduling	<ul style="list-style-type: none"> • Pets: Refrain from bringing pets to the property; if this is not possible, leashing is mandatory • Pool: Parents will not be permitted on the pool deck unless they are joining the class • Washrooms: A portable washroom will be available; masks mandatory during use • Change rooms: A screened area will be available as required • Scheduling: Classes will be scheduled to allow for social distancing of swimmers
Employees	<ul style="list-style-type: none"> • Will wear a mask and/or face shield if socially distancing is not possible
Participants	<ul style="list-style-type: none"> • To prepare for your lesson: <ul style="list-style-type: none"> ◦ Shower at home prior to lesson & come wearing swimsuit ◦ Bring noodle, goggles and toys for use during lesson (toys will not be supplied) ◦ Bring a chair for parent to enjoy the view of the pool from outside the fence ◦ Face mask for use in the washroom • Upon arrival: <ul style="list-style-type: none"> ◦ Arrive no more than 10 minutes prior to your lesson ◦ Access to the pool is at the top of the driveway through the pebble path. Please refrain from walking across the lawns ◦ Self-Screen at the check in station ◦ Find a location outside the pool area to set your belongings and view the lesson ◦ Swimmers will be invited to the pool gate when the deck has been sanitized



REGISTRATION PROCESS

1. Submit the Google Form Online Registration
 2. Payment in Full & One Health & Medical Form and Participant Consent Form per family are **DUE UPON RECEIPT**
 3. Confirmation of Registration by receipt of paid invoice
- Registration will be received on an ongoing basis, first come first serve. Waiting list will be referred to as space becomes available.

PROGRAM FEES

Summer Day Camp	<ul style="list-style-type: none"> • \$275 + HST per week
Swimming Lessons	<ul style="list-style-type: none"> • Private: \$200 + HST per week • Semi-Private \$150 + HST per week <ul style="list-style-type: none"> ○ Semi-private lessons cannot be guaranteed and will only be an option when 2-4 swimmers can be scheduled in a given class such as SK5+, siblings, parents in the pool
Lifesaving & First Aid Course	<ul style="list-style-type: none"> • Participants will be required to attend the course with a partner who is in their social circle. This will allow the pair to partner up for all contact first aid and water-based rescues. Partners do not need to be in the same level • Weekly Fee: <ul style="list-style-type: none"> ○ \$300 + HST Bronze Star or Patrol with Basic First Aid ○ \$375 + HST Bronze Medallion with Emergency First Aid ○ \$375 + HST Bronze Cross with Standard First Aid ○ \$150 + HST Rescue Partner without Swim Kids 10

ADMINISTRATION FEES & DISCOUNTS

		FEES (+HST)
Registration Changes	Applies any time there is a change in program, cancellation or program closure	\$25
Insufficient Funds	NSF, Late Payment	\$25
Sibling Discount	Applies to additional siblings attending the same camp week	5%

PAYMENT INFORMATION

- Full Payment Due: upon receipt of invoice
- Payment Plans: available upon request
- Payments to be made by e-transfer to lisagraves@crossleyaquatics.com, cheque payable to Crossley Aquatics Ltd.

REQUIRED FORMS

- One Health & Medical Form and Participant Consent Form per family (scanned or signed electronically) **must be submitted with payment in order for registration to be processed and your spot confirmed**

CANCELLATION & REFUND POLICY

When you choose to enroll your child at Crossley Aquatics: Dogwood Acres, you are reserving space, time, supplies, and staffing. In many ways, the commitments we make to site preparation, program equipment, health and safety supplies, and staff are in place well in advance of programs beginning. The following policies have been created to address both the financial concerns families may have and ensuring that the sustainability of operating and providing programs at Crossley Aquatics: Dogwood Acres can be maintained.

- Please email requests to lisagraves@crossleyaquatics.com; requests will be processed in a timely manner.

Administration Fee	<ul style="list-style-type: none"> • A \$25 administration fee applies to ALL cancellations, changes to registration, or program closures, whether Initiated by the participant or Crossley Aquatics: Dogwood Acres
Participant Cancellation	<ul style="list-style-type: none"> • All cancellations must be made in writing with supporting documentation as required ○ <u>Full Refund</u> if the request is made: <ul style="list-style-type: none"> ▪ 1 month prior to camp week ▪ Less than 1 month prior to camp week due to illness or COVID related reasons with medical note or proof of required cancellation submitted ○ <u>Partial Refund</u> if the request is made: <ul style="list-style-type: none"> ▪ Due to a camper having to miss more than 2 days due to illness or COVID related reasons ▪ Medical note or proof of required cancellation must be submitted
Closure due to Communicable Disease/COVID-19	<ul style="list-style-type: none"> • Full Refund for days missed due to mandated closure

MISSED DAYS POLICY	
Inclement Weather	<ul style="list-style-type: none"> • Programs will continue rain or shine <ul style="list-style-type: none"> ◦ Participants should be prepared to be in all elements; refer to Participant Packing List • Programs will be cancelled or end early for safety reasons during severe inclement weather, such as electrical storms and high winds <ul style="list-style-type: none"> ◦ Parents/guardians via email to pick up your child as soon as you are able and we will take cover under tarps until parents/guardians arrive ◦ Be prepared with an emergency pick up plan; check emails regularly • No missed time or days due to inclement weather will be rescheduled or refunded
Participant Absence	<ul style="list-style-type: none"> • No make up days will be scheduled or refunds issued should your child miss any days or time in a day due to mild illness, vacation, injury if obtained during program, removal from program, etc.
DONATIONS	
<p>We are 100% committed to providing your children with a safe, positive and engaging outdoor educational experience that focuses on the development and overall wellbeing of each child. To that end, we continue to invest in the program and property by building new learning sites, maintaining existing trails and ecosystems, creating new community connections, and establishing a dedicated team of facilitators who share our values to create our unique Crossley Aquatics: Dogwood Acres community and learning environment.</p> <p>If at any time you are unable to attend your program and you would like to donate your prepaid fees to support the sustainability of our programs, the Crossley Aquatics: Dogwood Acres family would be very much appreciative of this gesture.</p>	
ADDITIONAL PROGRAM POLICIES	
CHILD ABUSE REPORTING & PREVENTION	<ul style="list-style-type: none"> • Crossley Aquatics: Dogwood Acres is committed to taking a proactive position regarding the prevention of child abuse to ensure a safe and positive environment while protecting all those involved in our programs. • There are laws in Ontario under the Child and Family Services Act, which tell us what must happen when a person suspects that a child may have been abused or are at risk for abuse. • Crossley Aquatics: Dogwood Acres will not tolerate any form of physical, sexual, emotional, verbal, or psychological abuse, nor any form of neglect or harassment. • Full policy can be reviewed upon request
PRIVACY OF INFORMATION	<ul style="list-style-type: none"> • Crossley Aquatics: Dogwood Acres is committed to keeping the personal information of all our participants, staff, families, and clients accurate, confidential, secure, and private. Our Privacy Policy has been designed to inform families, clients, staff, and third parties of Crossley Aquatics: Dogwood Acres of the information that is collected, retained, and kept safe • Full policy available upon request
COMMUNICATION	<ul style="list-style-type: none"> • Email and Phone Calls are the main forms of communication with families • Crossley Aquatics: Dogwood Acres encourages and works to maintain positive and open lines of communication with families and children • We are open to receiving feedback about our programs and will address any questions or concerns in a timely and professional manner; we may not be able to meet all requests but we will remain open to finding a strategy or outcome that is more suitable for all those involved • If a conflict or issue arises, we ask that all those involved are respectful and considerate of one another and understand that a reflection period may be required before returning to conversation; our goal is to create a positive and productive environment for sharing concerns and coming to a solution together
TERMINATION FROM PROGRAMS	<ul style="list-style-type: none"> • Crossley Aquatics: Dogwood Acres reserves the right, after notifying the participant or family that issues have arisen and removal is being considered, to remove a participant or family from the program if we deem, in our sole and absolute discretion, that it is in the best interests of Crossley Aquatics: Dogwood Acres and the Program to do so. • A refund will be provided for all days not attended, less the administration fee
ADDITIONAL DISCLOSURE	<ul style="list-style-type: none"> • Policies are subject to change under reasonable grounds for adaptation throughout the duration of summer programs (June 1 – August 31) • Participants & families will be notified in writing of any such changes