

EGA DAY CAMP FAQ'S



EGA offers Summer AND School Year Camps!

Below are answers to some of the most common questions we are asked.

If you have any questions regarding your upcoming Camp not answered below, simply call our front desk: (952) 882-9012.

See you in the gym!

Q & A

Q: Do I have to pre-register for Camp?

Pre-registration is required. We will accept walk-ins, however there is an added \$5 fee per child.

Q: What do we do on my child's first day of Camp?

When you arrive, you will sign-in at the front desk with an EGA Staff Member. Your Camper must have a waiver completed prior to your arrival – If the waiver was not received, the staff member will ask you to use your phone to complete and submit the waiver online before your Camper will be allowed in the main gym.

The staff member at check-in will direct your child to where he/she should go and do to get ready for Camp.

EGA DAY CAMP FAQ'S

We ask all parents to check-in with their Camper so we can get to know you too! This will help with future communication.

Q: What will my child do at Camp?

Campers will spend the day playing active games, building forts, navigating obstacle courses, learning fun simple gymnastics skills on a variety of equipment, making friends, creating themed crafts, and more!

Q: What should my child wear?

Campers should wear comfortable, athletic clothing (no jeans or buttons), they are encouraged to dress in layers in case they get hot or cold during different activities.

Please send your child in shoes he/she can take on and off by themselves (must have socks and must be a tennis/athletic/closed toe shoe). We will be taking our shoes off and putting them on multiple times throughout the day, and this really speeds up the transitions.

Q: Does my child need to bring a lunch?

Full Day Campers must bring his/her own healthy bag-lunch. Half Day Campers should eat lunch at home after/before camp.

Full Day Campers should bring 2 snacks – Please label AM Snack, PM Snack accordingly. Half Day Campers should bring 1 snack.

Label EVERYTHING – Water bottles, lunch boxes, and anything else your child brings to camp. This helps us a lot if they leave something behind. EGA is not responsible for lost/stolen items.

Q: What does my child eat for snack?

Your child will eat what is provided from home. Full Day Campers should bring 2 snacks – Please label AM Snack, PM Snack accordingly. Half Day Campers should bring 1 snack.

If your child has food allergies, please indicate that in your registration. If you forgot to include this detail in your registration, email us at Contact@elite-gymnastics.com so we can update his/her account and plan accordingly.

Q: How do I sign-in/out my child?

An EGA Staff Member will check-in Campers at the door and will put an assigned color wristband on his/her wrist (this indicates your Camper's group for the day). Once your Camper has a wristband, he/she is welcome to enter the gym to put away his/her belongings and join their group.

You/Caregiver must be present during the check-in process. This is a good time to relay anything to the instructors that we should know about (child having a rough morning,

EGA DAY CAMP FAQ'S

going to pick-up child early today, etc.). In addition, it's nice for us to get to know our Camper's parents/caregivers and to develop a good relationship with you too!

A camper's parent/guardian/caregiver must check-out the Camper with an EGA Staff Member and sign-out on their Camper's sign-out sheet.

All Caregivers need to be listed on your EGA Account. Until we know you better, remember to bring identification when picking up your Camper.

To add a Caregiver to your EGA Account, simply e-mail us at contact@elite-gymnastics.com or log-in to your EGA App/Portal.

Q: If we do not show up, for some reason my child does not enjoy Camp/is hesitant to stay, or we need to cancel for any reason, do I receive a refund or credit?

No refunds are given for any reason. However, you can cancel *two weeks prior* to your scheduled/pre-paid Camp via e-mail to receive an EGA Account credit.

If you fear your child may not like Camp or may be hesitant to participate, we recommend only registering for one half-day of Camp to give it a try before committing/paying for more as no refunds/credits will be given.

No refunds or credits will be given for no-shows and any cancellations received after the two week deadline (there are no exceptions for illness/injury).

*If you registered using a promotional discount, no refunds, transfers, or credits will be given. Promotional discounts are non-refundable and non-transferable.

Q: Why does EGA need my e-mail address?

As our company becomes more automated and green conscience, e-mailing is becoming our preferred form of communication (inform you of important billing information, Camp updates, facility closings, special events, and promotions); therefore, your e-mail address is required upon registration.

Your e-mail address will allow you to log-in to your Customer Portal to access your personal details at EGA. You can make a payment, update your account, change your billing information, change your password, add a student to a waitlist, view your fees and payments, check your child's current enrollment and skill progression if enrolled in classes, add a Caregiver, register for Special Events at EGA (Parents' Night Out, Day Camps, etc.), schedule a birthday party, register for classes, and receive important messages or contact our Front Desk staff.

Q: Can my children/friends stay together during the full duration of Camp?

Absolutely! With that being said, the older child(ren) will need to go with the younger group. Please make sure the older child(ren) is okay with this! If you would like your children/friends to be in the same group, you must indicate this on your registration. If we are not notified, Campers will be placed in groups by age.

EGA DAY CAMP FAQ'S

Q: Can I drop-off my child early? Can I pick-up my child late?

Early care is not available. We open the door for check-in at 8:30am.

Campers not pre-registered in after care must be picked up on time. After Care is available from 3:30pm-4:30am for only \$10 per day/Camper. Please inquire by emailing us at Contact@elite-gymnastics.com, call us at (952) 882-9012, or visit the website/log-in to the EGA App/Portal to enroll.

All Campers must be picked-up on-time. We allow a five-minute grace period before attempting to contact you. If we are unsuccessful in reaching you following 30 minutes after Camp ended, we will need to follow our 'stranded child' procedure. We understand things do happen, please communicate openly and promptly with us.

All kids picked-up late or not pre-registered for After Care are subject to a \$3 per minute fee per child after the five-minute grace period and must pay the balance in full at the time of pick-up.

Q: How are the children at camp disciplined?

The Camper will be given two verbal warnings, then a "sit out" time, if needed.

If the problem persists, we call the parents/caregiver to pick-up the Camper. The Camper will be sent home from Camp for the day.

If a Camper is caught physically fighting, he/she will be sent home for the day without warnings. The Camper will be removed from Camp for the day, and parents/caregiver will be contacted to pick-up.

If your child has any special needs (ADHD, ODD, etc.), please let us know so that we can help that child find success during camp.

If you have any concerns about your child's Camp, please talk to the front desk or a manager.

Q: Is Camp the same as taking class?

Camp is not the same as class. Classes have smaller student-teacher ratios, have more structured learning, and children's progress is assessed throughout the year. In Camp, Campers are learning some skills, but it is mostly for fun. The skills are incorporated into games the Campers play. If your child would like to learn a specific skill, they should talk to their camp counselor.

Q: My child needs to take medication while at Camp, what do I do?

We are happy to give your child his/her medicine if it is prescribed. Please give the medication to the front desk in its original container with the child's name on it, as well as the written instructions on how much should be given and at what time(s). Over the counter medication (non-prescription) will not be given.

EGA DAY CAMP FAQ'S

Q: My child has allergies, what do I do?

Include this information in your registration – If you forgot to include the information, please email us at Contact@elite-gymnastics.com with details.

If your child needs an epi-pen and/or inhaler for the day, please turn it into the front desk with written instructions. The medication must be labeled with child's full name.

If your child has food allergies, please pack lunch/snack accordingly, and let the front desk know so we can plan where kids eat lunch/snack according to their allergies.