



Camp

Parent Handbook



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Welcome!

Thank you for choosing Marineland Dolphin Adventure! We offer multiple camp programs throughout the year including a variety of summer camps and single-day camp programs. Camps are designed with the goals of fostering a lifelong connection to nature and an appreciation of the many ways that we are connected to the natural world around us in a safe, fun, and inclusive environment. Campers will have the opportunity to explore the Marineland property and surrounding natural habitats, participate in up-close animal encounters, and take part in educational games and activities.

Please review the information provided in this handbook prior to the first day of camp so that you and your camper can prepare for a great camp experience. *Please note that information is subject to change.*

Camp Overview

All year round, camp is in session! Marineland Dolphin Adventure offers the following camp opportunities throughout the year:

Summer Camp:

Summer Camps are offered each year during summer break from June to August.

- S.E.A. Camp I is designed for ages 7-9.
 - Children older than 9 may join S.E.A. Camp I in order to be paired with a younger friend or sibling with the understanding that activities may be beneath their learning level.
 - T-Shirt Sizes Available: YS, YM, YL, AS
- S.E.A. Camp II is designed for ages 10-12.
 - Children older than 12 may join S.E.A. Camp II to be paired with a younger friend or sibling with the understanding that activities may be beneath their learning level.
 - Children younger than 10 may join S.E.A. Camp II if they turn 10 years old by the upcoming September 1st.
 - T-Shirt Sizes Available: YM, YL, AS, AM, AL
- T.E.E.N. Camp is designed for ages 13-17.
 - Children younger than 13 may join T.E.E.N. Camp if they turn 13 by September 1st.
 - T-Shirt Sizes Available: AS, AM, AL, AXL

Please note: Marineland reserves the right to reconsider age group exceptions as necessary.

Mini Camps:

Mini Camps are single-day camps offered throughout the school year to ages 6 through 12. Campers will engage in science activities, and exploration while spending their day learning about dolphins, sharks, sea turtles, and conservation. They will even participate in an out-of-water dolphin interaction! Campers will receive downloadable photos from their entire camp experience. This program is based on our S.E.A. Camp summer program, with a maximum of 10 campers, and a minimum of 4 campers.

Please visit our [website](#) for additional details about upcoming camp sessions.

Camp Hours

Summer Camp:

S.E.A Camp I, S.E.A Camp II, and T.E.E.N Camp are a week-long summer camp program.

- Monday - Thursday: Drop-off is at 8:00 AM and Pick-up is at 3:00 PM.
 - Please see Drop-off and Pick-up Section for Specific Details (Page 6)
 - Friday Graduation Ceremony:
 - Gates will open at 8:15 AM and is a half day from 8:15 AM - 11:00 AM. Friday Events will include:
 - Camper's Dolphin Interactive Program
 - Camper's Graduation Program
 - Guided Tour of our Sea to Shore Aquarium
 - Guided Shark Talk and Turtle Talk
 - If you are attending the festivities on Friday you will check in with your camper at 8:15 AM.
 - Each camper may have up to two adults and two children attend their graduation ceremony. These attendees will be granted complimentary admission to Marineland for the rest of the day! Please contact education@marineland.net if more family members would like to attend the graduation ceremony.

Mini Camp:

Mini Camp is designed as a single full-day camp with drop-off at 8:00 AM and pick-up at 3:00 PM.

Camp Communication:

Summer Camp:

After you register your camper for Marineland Dolphin Adventures Summer Camp Program you will need to look for the following communication from Marineland's Summer Camp Staff. All communication will go to the designated emergency contact also referred to as the primary contact.

- Confirmation Email: Will include your summer camp confirmation, and two waivers that must be filled out at least one week before your program.
 - Please note if you booked online you will have filled out the waivers in your registration process and will ONLY receive waivers if there was an error in the online waiver.
- Month Before Email: One month before the program you will receive an email that will provide details about the daily schedule and what to be prepared for each day. The email will include the direct number of the Education Coordinator, to be used during the camp week only.
- Waiver Reminder: Between one month and one week before your program, if waivers **have not** been submitted we will reach out with a reminder!
 - **It is required that all waivers be submitted accurately no later than one week before camp, to ensure a smooth camp check-in on Monday. If you do not receive an email confirmation of Marineland receiving your camper's waivers we have not received them!**
- Week Before Email: One week before your program we will send a few reminders about the best way to come prepared for your program the following week.
- Friday Before Phone Call: On the Friday afternoon before your program's start date you will receive a call from camp staff with reminders for Monday morning and have the opportunity to ask any last-minute questions.
 - *Please note: Camp Staff is not available on weekends therefore if any inquiries are made in regards to camp after the Friday phone call it will not be received till Monday morning.*
- End of Camp Week & Camp Photos Email: Within 48 hours after the conclusion of your campers camp program on Friday you will receive an email with the instructions on how to download your camper photos and slideshow from their camp week.
 - Please note: Each age group will have a separate email sent out.

If you are listed as the emergency contact/ primary contact for your camper please keep an eye out for these communications as they are important to ensure a smooth and successful camp experience.

Mini Camp:

After you register your camper for the Marineland Dolphin Adventures single-day camp program you will need to look for the following communication from Marineland's Summer Camp Staff. All communication will go to the designated emergency contact also referred to as the primary contact.

- Confirmation Email: Will include your summer camp confirmation, and two waivers that must be filled out at least one week before your program.
 - Please note if you booked online you will have filled out the waivers in your registration process and will ONLY receive waivers if there was an error in the online waiver.
- Week Before Email: One week before your camper's Single Day Camp at Marineland Dolphin Adventure you will receive an email with what to bring and some reminders.
- End of Camp Day & Camp Photos Email: Within 48 hours after the conclusion of your campers camp program you will receive an email with the instructions on how to download your camper photos from their camp day

Please keep if you are listed as the emergency contact/ primary contact for your camper please keep an eye out for these communications as they are important to ensure a smooth and successful camp experience.

Summer Camp Drop-Off & Pick-Up

Unless otherwise directed all pickup and drop-off will take place at the front gate. Please see the lightning protocol for instructions on how to pick up in the event of inclement weather.

Drop-Off

Drop-off takes place at the front gate of Marineland Dolphin Adventure.

- Monday - Thursday: Drop-off is from 8:00 AM - 8:15 AM.
 - Monday Morning Drop-off: You must escort your camper to the gate and check in with the camp staff. Once checked in you will review the following:
 - Confirm all camp paperwork.
 - Make any changes to your camper's information needed for the week.
 - Receive and check the size of your camper's Marineland Camp T-shirt.
 - Received a camp **Reminder Sheet** of the week with some reminders to have a successful camp week.

- The summary will be included in your email you will receive 1-week out from camp but it will also be obtained that day.
 - Ask camp staff any questions you have about the week.
 - Camp staff will direct you to your camper's camp counsers before you depart for the day.
- *As a camp parent, you should expect this process to take 15-20 minutes. on Monday Morning gates for camp will open at 7:45 AM to accommodate this process*
- Tuesday - Thursday: Gates will open at 7:55 AM and campers can be dropped off at the front gate where there will be a Camp Staff to greet them. *Please ensure you see a camp staff greet them before you pull away.*
- Friday Graduation Ceremony:
 - Gates will open at 8:15 AM and check-in is from 8:15 AM - 8:30 AM. Friday is a half day from 8:35 AM - 11:00 AM.
 - Friday Events will include:
 - Camper's Dolphin Interactive Program
 - Camper's Graduation Program
 - Guided Tour of our Sea to Shore Aquarium
 - Guided Shark & Turtle Talks
 - If you are attending the festivities on Friday you will check in with your camper at 8:15 AM.
 - Each camper may have up to two adults and two children attend their graduation ceremony. These attendees will be granted complimentary admission to Marineland for the rest of the day! Please contact education@marineland.net if more family members would like to attend the graduation ceremony.

We escort all campers as a group to their designated classrooms at the end of the drop-off window at 8:15 AM and the gates are closed. If you will arrive after 8:15 AM, you **MUST** call our Education Coordinator as the camp group will begin their day and the gates will be locked.

Pick-Up

Pick-up takes place at the front gate of Marineland Dolphin Adventure, where the campers were dropped off in the morning.

- Monday - Thursday: Pick-up is from 2:55 PM- 3:15 PM
 - The kids will be at the pick-up location at 2:55 PM. If you arrive earlier you will have to wait for camp check out to be set up before signing out your camper.

- Parents arriving later than 3:15 PM may be charged a late pick-up fee. Please call the Education Coordinator if you are going to be late.
- Friday Graduation Ceremony:
 - If you are not attending the Friday event your camper's pick-up window will be between 11:00 AM - 11:15 AM.
 - Parents arriving later than 11:15 PM may be charged a late pick-up fee. Please call the Education Coordinator if you are going to be late.
- **Pick up Details:**
 - During camp registration, you will be asked to provide the names of all people authorized to pick up your child. **Only those individuals listed will be allowed to pick up a camper.** Suppose the person presenting the ID is not on the authorized pick-up list. In that case, we will call the primary (emergency) contact for written authorization via email from the primary contact's email address used during registration.
 - During pick-up, please bring your ID so we can verify your identity. This process will take place daily so please do not forget your ID, even if the camp staff knows who you are. **This is a process we take very seriously and we appreciate your patience and understanding.**
 - **We do not accept unofficial copies of IDs. No other forms of identification will be accepted.**
 - **At Pick-up, you will also receive a Daily Dolphin that will include:**
 - Details about your camper's day
 - Questions to ask your camper about camp
 - Reminders for the next day
- Pick-up protocol in Inclement weather:
 - In the event of lightning in the area, pick-up will take place in the classrooms. We will ask you to pull up next to our employee entrance, where there will be a Camp Lightning Pick-Up Sign to mark its location by the crosswalk or T.E.E.N. Camp Classroom (you pull in). From here present your camp car tag provided at Check-In or a valid photo ID to pick up your camper. These locations will be discussed on the first morning of camp. The car tag or photo ID will still be required.

If you need to pick your child up from camp early, please let your camp counselors know at drop-off. If something comes up during the day please contact the Education Coordinator.

- If you are picking up early please go to our gift shop with your ID.
- Early pick-up **cannot** be accommodated within 30 minutes of regular dismissal time.

Preparing for the Camp Day

Get ready for an adventure! Marineland Dolphin Adventure camps are active days for your camper. Campers will spend their time in a variety of places throughout the day. The location depends on the camp but may include exploring the Marineland property, indoor classrooms, outdoor areas, off-property nature walks, and the beach.

What to Wear:

We recommend dressing your camper for the weather in comfortable clothes that are okay to get sandy or wet. Sneakers or other closed-toed shoes are required. We do not allow sandals or Crocs except during water play activities. For week-long summer camps, you will be given a detailed email one month and one week prior to camp which will outline the activities and specific requirements for each camp day.

For safety reasons, campers who do not comply with attire requirements may not be able to participate in certain activities, and your camper will have to miss out on fun! In the event, you may be called to bring proper attire or pick up your camper.

What to Bring:

- You are required to supply a morning snack and a hearty lunch for your camper.
 - Snacks and lunches cannot be refrigerated or heated. We suggest that lunches be packed in reusable containers with ice packs to minimize waste.
 - Please note Marineland Dolphin Adventure does not allow single-use straws on the property. Please do not pack your camper with single-use straws.
- Self-applied sunscreen and insect repellent (no aerosol). *Staff are unable to apply sunscreen or insect repellent.*
- **On the first day, your camper will receive a reusable Marineland water bottle which they can refill with water as needed throughout the week.**

What Not to Bring:

- Personal items such as money, games, trading cards, toys, stuffed animals, etc.
- Electronic devices such as handheld games, **cell phones**, cameras, headphones, etc. Please note that depending on the age group these items may be confiscated during camp activities.
 - Camp staff will be taking pictures throughout the camp week that will be emailed to you within 48 hours after the conclusion of your camp program.

- **Jewelry Policy:** We strongly recommend that campers leave all jewelry at home during the camp week. Any jewelry that is worn **MUST** be removed for any interactions with the animals. For the safety of the animals, campers will not be permitted to participate in dolphin interactions while wearing any type of jewelry. No exceptions can be made and refunds to the camp program will not be granted due to a child's inability to participate in the dolphin interaction. Examples of jewelry include, but are not limited to the following:
 - Earrings, Bracelets (wrist, ankle, cloth), Rings, Necklaces,
 - Piercings
 - All "Permanent Jewelry" must be removed as well
 - If you have any questions or concerns about jewelry please reach out to the education department **prior** to booking.
- **Cell Phone Policy:** Campers are not permitted to have cell phones with them while participating in camp activities. Parents will receive the number to contact the Education Coordinator directly and can use that number if they need to reach out to their camper via the Education Coordinator.
 - If a camper brings their cell phone to camp it must remain in their bag at all times. If they remove it from their bag it will be confiscated for the day and returned at check out.

Marineland Dolphin Adventure is not responsible for lost, stolen, or damaged items.

What to expect on Friday:

- Check-in for both camper and family members (up to 2 adults and 2 children) will be between 8:15 - 8:30 AM. Please be on time or your camper may miss out on their dolphin experience and camp graduation. We will close the gates at 8:30 AM and begin the scheduled activities at 8:35 AM. Please reach out to the Education Team if you are looking to bring more than 2 adults and 2 children on Friday to watch your camper graduate.
- Friday Activities:
 - Camper's Dolphin Interactive Program
 - Camper's Graduation Program
 - Guided Tour of our Sea to Shore Aquarium
 - Guided Shark Talk and Turtle Talk
- The camp staff will guide the campers and family members through the festivities.
- Each age group will have a different schedule to go through the activities. This schedule for each age group will be released in the email you receive one month prior to your camp program.

Camper Wellness and Safety

Medical Policy:

Please indicate on your camper's registration form if there are any medical conditions, including allergies, that we need to know about, or if there are medications that the camper is taking or will require during the day. The Marineland Medication Administration Policies and Waivers form, included in the camp waiver must be completed at least one week prior to your program. Our camps operate without a nurse or physician on site. Camp staff are certified in first aid, CPR, and epi-pen assistance.

Medication Administration Procedures:

- It is the responsibility of the camper's parent/legal guardian to supply any medical equipment that the camper may need, such as epi-pens and inhalers.
- Marineland staff CAN NOT administer medications of any kind, except epi-pen assistance in an emergency. This includes both over-the-counter (OTC) and prescribed medications.
- Marineland staff MAY witness camper self-administration if requested.
- Campers must keep medication on their person throughout their time at camp, including epi-pens and inhalers.
- Campers are permitted to bring a backpack, purse, or lunch bag with them throughout activities if necessary to keep medications on their person at all times.
- A camper's parent/legal guardian authorizes any medications (OTC, prescription, non-prescription, or otherwise) administered during camp to be under the direction of a licensed physician.

Diversity, Equity, Accessibility, and Inclusion Policy:

Upon registering, we ask that you include any additional information that will help us ensure your child has a safe and fun camp experience. In addition to the medical information listed above, please include information regarding sensory, learning, mobility, or other needs that your child may have to help us prepare for your camper to have a great time at camp. We pride ourselves in creating an inclusive and welcoming environment for all campers. The more information provided, the better we can prepare for your camper to have an amazing experience!

Marineland Dolphin Adventure embraces diversity, equity, and inclusion. We believe that these qualities foster valuable talents, perspectives, and personality traits that make our camps a strong and welcoming program.

Employees, and guests of all races, religions, sexual orientations, gender identities, exceptionalities, ages, and nationalities have the right to feel safe, respected, and

valued. We reject racism, religious discrimination, sexism, homophobia, transphobia, ableism, ageism and xenophobia. Simply stated, we will not tolerate acts of hate.

Restroom Policy:

Marineland restroom choices include:

- Single-occupancy, gender-neutral (unisex) restrooms; and
- Multiple-occupant restrooms with lockable single-occupant stalls.

Campers will have access to both multiple-occupant restrooms and single-use occupancy restrooms while on the property.

Camper Illness:

Marineland Dolphin Adventure reserves the right to refuse entrance to camp if a child is exhibiting any symptoms listed below. For the well-being of all our campers and the safety of others in the program and camp staff, if your camper shows any of the following symptoms below, you will be asked to pick up your child immediately. In the event a camper becomes ill, camp staff will notify the primary (emergency) contact listed at the time of registration. We ask that your camper be fever-free for 24 hours before returning to camp.

Symptoms:

- Fever
- Severe headache
- Severe/persistent coughing
- Pink eye
- Sore throat
- Vomiting
- Open wounds/severe cuts

If your camper is sick during the entire camp week please reach out to the Education Coordinator to see about rescheduling or receiving program credit. Rescheduling will just depend on availability.

If your camper misses the Friday Dolphin Interaction due to an illness you will have the option to join us at Marineland for another week's camp program. This **MUST** be coordinated through the Education Coordinator.

Camper Injury:

Camp staff trained in first aid may administer treatment for minor cuts, scrapes, splinters, and bug bites please note during registration if you **DO NOT** want minor first

aid provided to your camper. Primary (emergency) contact will be notified at camp pick-up of any minor injuries and treatment provided.

Primary (emergency) contact will be notified immediately of any injury requiring more than basic first aid and/or any injury to the head or face. You may be asked to pick up your camper based on symptoms and severity.

By enrolling your child in camp, you acknowledge the risks and benefits of activities and hold your child responsible for following rules and regulations put in place to help prevent injury. Please see Code of Conduct to see the guidelines we will be asking your camper to follow during the week of camp.

Camp Absences:

Please notify the Education Coordinator if your camper is going to be absent or sick from camp. **No refunds will be provided for missed days.**

Behavior Expectations

Marineland Dolphin Adventure's top priority is for all campers to have a **safe** and **enjoyable** camp experience. Behavior expectations will be reviewed with campers regularly, and campers will review the Marineland Dolphin Adventure **Camp Code of Conduct** with camp staff **on the** Monday morning of camp.

The Marineland Dolphin Adventure **Camp Code of Conduct** is available for you to download from the Summer Camp website.

We expect all of our campers to:

- **Be Safe:** Campers will stay with their group at all times and follow directions given by camp staff.
- **Be Respectful:** Campers will treat staff, other campers, and animals with respect. Campers will clean up after themselves.
- **Be Kind:** Campers will use kind language and keep their hands and feet to themselves. Campers will treat others the way they wish to be treated.

Discipline Policy:

Our staff understands the importance of creating a **fun** and **pleasant** camp environment and strives to **reinforce behavior expectations in a positive way**. However, in the case that a camper repeatedly does not follow established behavior expectations, the following steps will be taken:

- **Step 1:** Verbal warning and possible break from a camp activity.
- **Step 2:** Restriction from participation in a camp activity with primary (emergency) contact notified.
- **Step 3:** Restriction from participation in camp activities and a meeting with the Education Coordinator and primary (emergency) contact. You may be asked to pick-up the child from camp, and the camper may be asked to not return for the remainder of camp. *Refunds will not be provided for time missed from camp due to behavior concerns.*

Physical altercations, profanity, use of racist/homophobic/sexist remarks or gestures, destruction or theft of property, animal harassment or harm, and/or bullying may result in immediate elevation to Step 3 of the discipline policy.

Additional Information

Camp Staffing:

All camps are staffed with year-round education staff and seasonal camp staff. All camp staff have completed a background check and are trained on child development and best practices in environmental education.

Camp Weather Policy:

Marineland camps take place rain or shine! We do our best to plan our day around weather predictions, with many outdoor activities planned in the morning to avoid heat and thunderstorms. While we make every attempt to make up any activities due to inclement weather, make-up activities are not guaranteed.

Cancellation, Transfer and Refund Policy:

In the event that your child is not able to attend camp during the week that they are registered, you can cancel your child's camp registration or you can reschedule them for a different week. **Canceled registrations cannot be refunded**, however you will be given credit for the value of the program to be used at Marineland toward the registration in an educational program or animal interaction, for up to one year. With advanced notice, we can work with you to reschedule your camper to a different week contingent on availability.

Camp Contact Information:

For notification of camp absences, please contact the Education Coordinator, Jodi Coia 407-563-4701 ext. 103. For other general camp questions please call or email education@marineland.net.