

Frequently Asked Questions

How do I register for camp?

All camp registrations can be completed online or over the phone. Please visit <https://marineland.net/> for registration or call 407-563-4701 ext. 103. Discounts can only be applied to orders made over the phone and cannot be applied retroactively. Please see our website for camp weeks and the discounts we offer.

Upon registering, payment is due in full. If camp registration becomes full, we will add your name to the waitlist, if desired. No guarantees can be made to accommodate those on the waitlist.

What is the authorized pick-up list, and can I add someone to this list?

The authorized pick-up list is a list of contacts that are authorized to sign out your camper. Anyone not on this list will not be allowed to pick up your camper. Upon registering for camp, you will be able to add names as desired. Should you wish to add additional names after registration, you can email our Education Coordinator at education@marineland.net from your primary contact email. If you wish to add additional names on the first day of camp you must be a guardian to add. **We require all correspondence and alterations to be made by the emergency contact as indicated during registration.**

What will my child experience while at camp?

We strive to provide our campers with fun and unique experiences! A typical week includes activities such as time around Marineland to explore, animal chats, camp-themed games, activities, lessons, take-home crafts/activities, private animal encounters, and nature explorations.

Marineland Summer Camps focuses on marine science and conservation. Our camps are fun-filled, and educational, and are meant to immerse your camper in different areas of marine science and explore different animals that call the ocean home!

What staff will my child be with?

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.

Where will my child be during camp activities?

Campers' locations will be contingent on the specific camp program. Within the different programs, we offer opportunities to explore the Marineland parks, on-property classrooms, and surrounding natural habitats. Activities may include participating in up-close animal encounters, taking part in educational games, and learning through related activities.

Do they need to bring their own lunch?

Campers will need to bring a morning snack and a full lunch. 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 permit single-use plastic straws on-site.

What do they need to bring?

Full-day campers should be prepared with a morning snack, full lunch, self-applied sunscreen, and insect repellent (no aerosol). On the first day, your camper will also receive a Marineland reusable water bottle that can be refilled with water as needed throughout the week.

Personal items such as money, toys, and electronic devices should *not* be brought to camp. **No jewelry** of any kind may be worn during animal interactions. There will be **no cell phones** during camp activities. Please review the jewelry and cell phone policies as needed.

You will receive an email one month before the start of camp, and one week before the start of camp, with more specific details pertaining to your camp's information and day-to-day activities.

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

How are campers grouped?

All campers are grouped by age.

During summer camps, campers are grouped by:

- Ages 7-9 (S.E.A. Camp I).

- 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.
- Ages 10-12 (S.E.A. Camp II).
 - Children older than 12 may join S.E.A. Camp II in order 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 September 1st of the same year.
- Ages 13-17 (T.E.E.N. camp).
 - Children younger than 13 may join T.E.E.N. Camp if they turn 13 years old by September 1st of the same year.

During Mini Camps, campers are grouped together with ages ranging from 6-12.

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

My child has a sibling or friend who is also attending camp. Can they be in the same group?

If campers are in the same age group, they will be together. However, if they are in different age groups, older children potentially have the option to join the younger age group in order to be paired with a younger friend or sibling with the understanding that activities may be beneath their learning level. Please reach out to the education department for specific details before booking.

Our camp programming is designed with the developmental needs of each age group in mind; therefore, campers in grades that are not grouped together will not be in the same camp group unless otherwise stated and confirmed by the Education Coordinator. *We reserve the right to cancel or move the registrations of children who were not registered for the correct grade/age.*

Will my child be able to interact with and touch animals?

At this time, we are providing a dolphin interactive program at the end of each week-long summer camp session. We also offer a tortoise interaction during the week! *No other animal interactions are guaranteed.*

Can I drop my camper off early or pick them up late?

We do not allow early drop-off or late pick-up. For full-day camp, staff are at the designated gate at 8 AM for drop-off and 3 PM for pick-up.

Please see the parent's packet for the Drop off and Pick Up protocol.

What should I do if I need to pick up my camper early?

Please let camp staff and/or the Education Coordinator know at drop-off if you are planning to pick your camper up early. *Early pick-up cannot be accommodated within 30 minutes of regular camp dismissal.*

What is the Cancellation/Transfer/Refund Policy for Summer Camp?

Marineland Dolphin Adventure may only offer program credit in the event you have to **cancel** your camp registration at Marineland. In the event of a cancellation, we DO NOT provide a refund. *We have a No Refund Policy!* The program credit can be used on both general dolphin interactive programs and educational programs throughout the next year. All **transfer** requests are contingent on space available in the requested camp week up to two weeks prior to the camp week you selected.

What is the Jewelry Policy for Summer Camp?

It is not recommended to wear jewelry throughout the camp week as we do not want you to lose it. However, on Friday there is NO JEWELRY allowed for your dolphin Program. NO EXCEPTION WILL BE MADE UNDER ANY CIRCUMSTANCE!! This is an animal safety concern therefore exceptions are unable to be made. No refunds are provided in the event that you are unable to remove the jewelry from the program.

- Examples of Jewelry are but not limited to the following:
 - Earrings
 - Bracelets
 - Rings
 - Necklaces
 - All "Permanent Jewelry" must be removed as well
 - Friendship bracelets
 - Ankle bracelets
 - If you have any questions or concerns about jewelry please reach out to the education department prior to booking

What is the Cell phone Policy for Summer Camp?

Cell Phone Policy: Beginning this year Marineland Dolphin Adventure will **NOT** be allowing campers to have cell phones throughout the camp day. 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.

How do I receive and download camp photos?

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 and slideshow from their camp week.

- Please note: Each age group will have a separate email sent out.

What are the behavioral expectations for my Camper?

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 may be asked to sign a **Camp Code of Conduct**.

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.

Does Marineland Dolphin Adventure have a code of conduct?

Yes, please see a link to our code of conduct below. The code of conduct will be reviewed with the campers on the first day of camp to ensure a fun and safe week. However, it is highly recommended to review it with your camper prior to the week of camp.

[Code of Conduct](#)

How will a behavioral situation be handled at Marineland Summer Camp?

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 parent/guardian notified.

- **Step 3:** Restriction from participation in camp activities and a meeting with the Education Coordinator and parent/guardian. 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 of theft or property, animal harassment or harm, and/or bullying may result in immediate elevation to Step 3 of the discipline policy.