



## Dolphin Encounters – Seaventure Summer Camp FAQ's

We know you have questions! Please take a few minutes to review our policies and most common questions for the Seaventure Summer Camp Programs. If you need more information, please contact Education at 242-359-0278 or [education@dolphinencounters.com](mailto:education@dolphinencounters.com).

***What is included in Summer Camp?*** Camp is memorable for kids from the activities and animals they meet to their marine souvenirs. Weekly campers receive 2 T-shirts, backpack, activity workbook, water bottle, animal interaction photo and custom name tag along with all art projects completed for the camp. Also included are healthy snacks, water and lunch each day.

***What types of activities will campers do?*** Hands-on and up-close experiences with animals and the great outdoors make our camps truly unforgettable. Campers will be hot on the trail of dolphins, sea lions, sharks, fish and other ocean creatures that are featured in each week of camp in sea lessons, games and crafts. Active adventures include the dolphin encounter, swimming, beach games and playing in the inflatable parks.

***What is the difference between day camp and weekly camp?*** Each day, camp includes a fun mix of wildlife, games, art and outdoor activities. For Day Camp, the shallow-water dolphin interaction and 5x7 photo are ONLY guaranteed if booked on a Thursday. Day Camp does not include t-shirts or the option of merit badges.

***What awards can campers earn?*** Each week campers are recognized in a number of outstanding categories: hermit crabs, octopus, big brother or sister, best camper, etc. Campers can also prove their knowledge and skills for a number of custom merit badges such as Marine Mammal Cadet and Defenders of the Sea.

***What type of training do your camp staff have?*** Each of our staff undergo safety and education training in order to prepare them to make your child's experience a fun, safe outdoor adventure. Our guidelines and professional training tools are adapted from the National Association for Interpretation, the Alliance of Marine Mammal Parks & Aquariums and Red Cross Emergency Response & First Aid.

***Are there lifeguards on duty?*** Yes, each of the swim areas are monitored by certified lifeguards. All water sports activities – including boating, snorkeling and the Aqua Park – require each guest to wear a floatation vest.

***What precautions do you take for children that cannot swim?*** Camp counselors are present in the water during all sea activities. In addition, campers may also request a life vest for basic swim activities.

***What food and beverages are included?*** Each camper will receive a recyclable water bottle which will be filled from bottled water stations throughout the day. Fruit punch or lemonade will be served with lunch. Healthy snacks are offered in the morning and afternoon and may include crackers, fruit snacks and fresh fruit. At the beginning of the week, you will select your child's lunch from the available menu options, which include burgers, hot dogs, chicken nuggets, pizza, and vegetarian options.

***Can I send extra snacks or beverages with my child?*** Yes, you can send additional items. We ask that you do not include items with nuts or peanut butter and that you refrain from sugary treats, chocolate or sodas.

***What should my child wear to camp? What should I send with them?*** We recommend they wear: swimsuit under play clothes, rashguard or long-sleeve shirt to wear in the water, sandals, sunscreen, and sunglasses (optional). We also recommend you send: sweatshirt or light jacket if cool or rainy, towel, sunscreen, change of dry clothes, water bottle, additional snacks if desired, and medication if required.

***What is done in the event of rain or bad weather?*** If light or intermittent rain is predicted for the day, camp staff will move activities indoors when needed with games and crafts. We do keep a stock of rain ponchos for campers to move around the facility in the event of rain. If torrential rain or bad weather is expected for the entire day, the management of DE will cancel the program for the day, notify parents as far in advance as possible, and let you know the alternatives at that time.

***Are the boats safe for children?*** Yes, all of our boats are licensed catamarans and operated by certified boating staff. Campers are assigned to a counselor who directly supervises their group of kids during times in the ferry terminal and on the boat rides to and from the island. In the unlikely event of an emergency, proper safety equipment will be distributed by qualified staff.

***What time can campers be dropped off for check-in in the morning?*** Camp counselors will be ready to accept campers from 8:00 AM each morning. Parents need to ensure that their child is signed in, payment has been made, menu choices have been selected and any specific medications have been given to the supervisor.

***What time is the evening pick up?*** Campers return to the Paradise Island Ferry Terminal between 4:30 – 5:00 PM. If there is a delay on the island, camp staff will contact Reservations in the booth who will let parents know when to expect the boat. Parents are REQUIRED to sign out their child. There will be a **Late Pick-Up Fee** of \$20 for any campers picked up after 5:30 PM. The fee must be paid for the camper to be accepted back into camp.

***Where do I park when I drop off or pick up my child?*** Parking is very limited on Paradise Island. Guests park at their own risk in the area near the Ferry Terminal or in the Hurricane Hole Marina. Paid parking is available at the Atlantis Parking Garage – please contact Atlantis for rates and details at 363-2000.

***Can parents come to the island to observe or participate with their kids?*** Parents are welcome to purchase tickets to enjoy the animal programs or the beach. However, summer camp is a program ONLY for kids. Parents are not allowed to observe or chaperone any of the activities. The presence of parents effects the camper's experience and the authority of supervision from camp staff. We ask that if you do come to the island, please make it clear to your child that you will only be able to see them at lunch time and the end of the day.

***If we come to the island, can I sign out my child out of camp?*** Yes, you may sign out your child from camp at any time but he or she will be finished for the day and no make-up will be available for missed activities.

***How do you accommodate campers with special needs, allergies or medications?*** Our staff will work with parents to best accommodate each child's special needs, diet restrictions or medications. Please let us know in advance if there are particular challenges or concerns so we can plan the day accordingly.

***What is the ratio of camp counselors to campers?*** Summer Camp is organized into age-level activities and group activities. Junior activities (age 4 - 9 years) have one staff to five campers. Senior activities have one staff to ten campers. For group activities, such as lunch, the staff rotate through to supervise the whole group.

***In the event of an emergency or if my child gets sick, what should I expect?*** In the case of accident, injury or illness, your child will be evaluated by a staff person certified in first aid and assisted by a supervisor or manager to determine the best course of action. You will be contacted to authorize any medication

to be issued or if your child will be transported to Paradise Island for immediate care. If there are any minor incidents during the day, you will be notified when you pick up your child in the afternoon.

***What happens if my child misses the morning boat departure?*** As minors, campers cannot travel on guest tenders without adult supervision. If your child misses the morning boat departure for any reason, you have the option to accompany your child on the next available boat departure (10:30 am, 12:30 pm, or 1:00 pm) and return immediately on that tender once you have checked in your child with summer camp staff.

***Is there a discount for booking more than one camp or more than one camper?*** Yes, for every 3 weekly bookings you make as a parent of one or more campers, you will receive \$40 off one of those camps. No discounts are available for Day Camp bookings.

***Is there a discount for family members of staff?*** Yes, special rates are available to staff members of Dolphin Encounters or Blue Lagoon for bookings of their nieces, nephews, sons or daughters. Proof of relation may be required. Please see the Staff Rate Flyer for more details.

***How do I register my child camp?*** Once you know the camp(s) you want your child to attend, download the Camp Registration Form from [www.dolphinencounters.com](http://www.dolphinencounters.com), request one by email to [education@dolphinencounters.com](mailto:education@dolphinencounters.com), or pick one up from the Paradise Island Ferry Terminal. You can register up to 3 children or 6 camps per form. When you contact Reservations at 363-1003 to make your booking, you will need to provide: name of each camper, age, starting date of camp and camp name. You will be given a separate confirmation number for each week or day of camp for each camper which you should write in the spaces provided on the registration form.

***When and where is payment required?*** Spaces are limited so payment is required within 7 DAYS of making a booking. If you are booking with less than 7 days to the scheduled camp, we recommend you make payment as soon as possible OR at least 3 DAYS prior to camp to reserve those spaces. Unpaid spaces may be released to paying guests.

From Monday to Friday, **payment along with registration form** is accepted at our offices located on the second story of the Paradise Island Ferry Terminal Building. On weekends and holidays, payment will be taken at the Dolphin Encounters Ticket Window inside the Ferry Terminal. Payment at either location will be taken from 9 am – 4:30 pm. Payment can be made in cash or credit card. Photo ID is required for all credit card payments. Personal cheques are not accepted. VAT is included in the quoted ticket prices for summer camp.

***What is your cancellation policy?*** Tickets are non-refundable. Dolphin Encounters reserves the right to cancel programs due to extreme weather or other facility conditions. Cancellation, reschedule or refund will only be considered in the case of illness and will be authorized on an individual basis.

***Is there any policy regarding campers with disciplinary issues?*** Dolphin Encounters staff use a variety of positive, training methods to encourage campers to enjoy the camp experience. In the event a camper fails to properly follow instructions or jeopardizes the safety of themselves or other campers, camp staff will remove the camper from the activity and, if necessary, contact the parent to pick up their child from the next available tender. In serious cases, the remaining week for the camper may be cancelled. No refund will be issued. If there are issues of concern, you will be notified at the end of any given camp day so that you may assist in making your child's camp experience a success.

**Please be aware that photos or videos may be taken during education programs for Dolphin Encounters marketing, advertising and social media purposes.**