



2023 Unplugged Summer Camps FAQ Sheet

How do I see all the camps that you offer?

Thank you for your interest in our camps!! The best way to see all that we have to offer for this coming summer is to visit <https://fhgov.com/play,-explore-learn/camps>

How do I register?

Online registration is available for most of our programs and classes. To register online, you must know your Household #/Username. If you have been in a Farmington Hills Special Services activity before, your Household Number can be located on a past receipt from our department. If you are a new user, don't know your Household Number, or if you need to make changes (add family members, change your address, etc.) you may call us at 248-699-6700. Online registration is available at <https://web1.myvscloud.com/wbwsc/mifarmingtonhillswt.wsc/splash.html>.

What is Late Registration?

Registrations received less than one week prior to the first day of camp will be considered late registration and will be charged an additional \$20 fee per child for each camp. There is no additional fee for any of the extended care programs.

What is your Refund & Transfer Policy?

Business Days are considered Monday-Friday. See below:

- Refund requests submitted more than two weeks prior to the start of a program begin date will be issued 100% refund, LESS a \$10 Administrative Fee.
- Refund requests submitted less than two weeks, but more than three business days prior to the start of the program will be issued a 50% refund LESS a \$10 Administrative Fee.
- Refund requests submitted less than three business days prior to the start of a program will not be granted and no refund will be issued.
- A \$10 transfer fee will be charged for each transfer five (5) business days prior to the start of camp. Transfer requests made less than five business days before will not be granted.

Can I take a camp more than once?

When you visit our Camp Guide, you will see that many camps have multiple sessions offered throughout the season. We welcome and encourage your camper to take a camp they love and sign up more than once! All projects and activities change from week to week. We love when we see repeat campers throughout the summer!

What are your COVID health guidelines?

Masks are not currently required. Farmington Hills Special Services is committed to the health and safety of all participants, staff, and community members. We will continue to follow proper safety,

cleaning, and social distancing guidelines as provided by the CDC, State of Michigan and Oakland county.

How are you encouraging campers to have healthy hygiene?

Each morning we will cover healthy hygiene rules. Campers will be reminded to...

- Wash their hands with soap and water or hand sanitizer after the completion of each activity, using the restroom, or after blowing their nose, coughing, or sneezing.
- Sneeze or cough in the crease of their elbow.
- Avoid touching their face, especially their eyes, nose and mouth.

What does a day of camp look like?

After arriving to the drop off location, campers will disperse within their camp groups to begin the day. Each morning, campers and staff will work together to set the day's expectations. The morning is full of activities whether it be beginning specialty projects specific to their camp, playing active games, or going outside for fresh air. Most camps will take a mid-morning break for snacks and calm time before moving on to different pre-lunch activities. Lunches generally occur mid-day and most camps use this time for outdoor picnics and high energy games. Afternoon consists of returning to activities and projects before beginning the clean-up and wind down process of dismissal. Camp staff are adept at providing ample time for snacks, rest, and reset opportunities to provide the most well-balanced camp experience possible.

When will I receive pre-camp communication?

You will receive a camp welcome letter by the end of the day, the Wednesday before your camp starts. This communication will include camper expectations and important information such as events or special activities, what to bring, information about lunches, snacks.

What will drop off and pick up look like?

Each site will have a specific procedure. You will receive a detailed plan for drop off and pick up in a parent letter the week prior to camp.

Will campers go on field trips this year?

TourXplore! Junior and TourXplore! Scout provide a week of exciting field trip adventures for ages 7-9 and 10-12. Other camps may have field trip opportunities available, and families will be notified in advance.

Will there be extended care this summer?

We are offering AM and PM Extended Care options for an additional fee. Most camps have these options available, but some do not and are noted as such within the Unplugged Summer Camps Guide. Extended Care is available at The Hawk and at the Heritage Park.

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