



# TERMS AND CONDITIONS

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# TERMS AND CONDITIONS

## PARENTAL CONTACT WITH CAMPERS

Parents are encouraged to prepare the camper that contact by phone, video, or other means will not be allowed while child is at camp. Parents are HIGHLY encouraged to leave mail for their camper, and to email the camper at camper@charishills.org with their name in the subject line. Please have other relatives and friends contact in the same format. Packages of food are not encouraged. Other gifts through the mail are fine, especially if it is something that can be shared with cabin mates.

Please do not send other forms of communication to camp. (phones, pads, computers, or smoke signals are not used at camp and additionally no electronic gaming systems are allowed)

## CAMPER CONTACT WITH PARENTS

Campers will not have access to anything but pen and paper. Writing home is encouraged. Parents are encouraged to send paper and pre-addressed envelopes or cards. (Many times the first writing home will be a little sad, but remember that by the time you get the mail, things may have changed a great deal.) If we can not get a camper to join in activities in about 3 days the camp staff will contact the parents for advice. Parents talking to the camper often encourages homesickness instead of alleviating it. The staff at Charis Hills have experience dealing with homesickness. Our goal is always to get children involved in camp so the fun can begin.

## STAFF WILL ALWAYS CONTACT PARENTS IN THE EVENT OF:

- Severe homesickness that is over 3 days
- Erratic behavior that is not responding to our program
- Illness lasting more than 24 hours
- Medication questions
- If a child needs care beyond our infirmary capabilities
- If a child becomes a danger to self or others

## REFUNDS OF FINANCE:

- Deposits are permanent and no refunds are made.  
We hold a spot for the child and the commitment on the payee part is final.
- 60 days prior to the start date is a full refund minus the deposit.
- 30-59 days prior to the start date is a 50% refund minus the deposit
- 15-29 days prior to the start date is a 25% refund minus the deposit
- 14 - start date, there is no refund.
- COVID-19 cancellations: If a camper must cancel due to a physician confirmed diagnosis of COVID and cannot attend camp, a full refund will be made except for a credit card processing fee of \$60 per session. You may want choose to pay by debit card or check for a full refund.

**In the event the child is not accepted to camp by camp decision the deposit will be refunded in full.**

# POLICY MATTERS

## HOMESICKNESS

Many children experience some degree of homesickness at the beginning of camp. Our job is to help children overcome those feelings as quickly as possible. Or success in doing so is often helped by parents making a firm stand that they will support the child staying in camp. Making promises of coming to get them if they don't like camp is not helpful. Our job is get them involved in activities, help them become a part of the cabin life, find fun activities and make friends. We will call home only if all of our efforts have failed and we need your advice on how you want to handle things. Staff will call first so the parent will not be caught off guard and can have time to prepare thoughts.

## PARENTAL INVOLVEMENT IN ILLNESS

The staff at CH are very familiar with most common illnesses. In addition we operate on a set of physicians orders. In the event a child is taken off camp for a Dr visit parents will be notified ahead of time if at all possible. If a child is ill with a common illness and treatment is not effective the parent will be notified after 24 hours or sooner if needed.

## BEHAVIOR MANAGEMENT

Charis Hills program is based on positive intervention. Children usually respond fairly quickly. Staff are trained to deal positively with most behavioral nuances. In some instances a behavioral program can be drawn up for a specific behavior which can be written, oral, or even in picture form. Only in instances where a child's behavior is severely disruptive to cabin life or places others in situations of physical danger are parents contacted. We have made every effort to screen children so that success in the camp environment is very likely.

## SENDING CAMPERS HOME

Prior to a camper enrolling extensive efforts are made to make ensure the campers success. It is NEVER our desire to bring a child in that we do not believe will be successful. Rarely a child will exhibit some behavior at camp that parents and others believe has become extinct or some new behavior will arise that presents issues that are beyond our ability to deal with. (Most frequently, it is the result of someone wanting a child in camp so bad that pertinent information is left off the application. For that reason we plead with parents to be honest in the assessment of the child.)

Children will be sent home only if:

- The parent requests it for reasons of homesickness, family emergency, or the like.
- The child requires physical restraint, which we were not aware of as a need.
- The child causes physical damage to major objects. (Breaking windows, throwing chairs, etc.)
- The child is combative to others beyond what can be controlled without physical restraint, or harms other children or counselors.
- The child frequently runs away from staff and places themselves in harmful situations.  
(Threatening to jump from a cliff, into a lake, or the like)

**If a child is sent home for any of the reasons listed above there is no refund of payment, regardless of the number of sessions paid for. The spot has been held.**