



Dolphin Encounters – Seaventure Summer Camp 2019 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 242.363.7180 x 303 or 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 a 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?

Our goal is for each camper to have a fun, safe and educational adventure, leaving with a greater knowledge of our amazing animals and be inspired to continue to protect the Ocean. This includes up-close experiences with dolphins, sea lions, stingrays, sharks, fish and other ocean creatures along with games and crafts. Active adventures include swimming, snorkeling, eco-adventure walks, beach Olympics and playing in the Aqua Park.

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 digital photos are ONLY guaranteed if booked on a Thursday. Day Camp does not include a backpack or the option of merit badges.

What awards or merit badges can campers earn?

Each week campers are recognized in a number of outstanding categories: Campers can prove their knowledge and skills for a number of custom merit badges such as Dolphin Detective and Animal Training Apprentice.

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. Please ensure your camper eats breakfast daily. 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 camp supervisor.

What time is the evening pick up?

Campers return to the Paradise Island Ferry Terminal generally between 4:30 PM – 5:00 PM. If there is a delay on the island, camp staff will contact the Reservations at the Sales Center 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 by the following morning in order for the camper to be accepted into camp.

Is there parking on Paradise Island when I drop off or pick up my child?

Parking is very limited on Paradise Island throughout the day. 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 affects 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 - 8 years) have a chaperone ratio of one staff to five campers. Senior activities (ages 9-13 years) have a ratio of one staff to ten campers. For group activities, such as snack, lunch and animal programs, 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.

We do recommend that if your child experiences any type of medical illness (fever, diarrhea, vomiting, dizziness, seizures, etc.) within 24-hours of attending camp, camp staff should be notified and your child SHOULD NOT attend camp that day.

What happens if we are late and my child has missed 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 (10:15 am or 11:45 am) and return immediately on that tender once you have checked in your child with summer camp staff. No refunds are available for missed days of camp.

Is there a discount for booking more than one camp or more than one camper?

No, camp prices are already at the most discounted price we can offer.

Is there a discount for family members of staff?

Yes, special rates are available to staff members of Blue Lagoon Island for immediate family members. Proof of relation may be required. Please see the **Staff Rate Flyer** for more details. Payroll deduction if available only if booked 5 days in advance.

How do I register my child for camp?

Once you know your dates to book, download the **Camp Registration Form** from www.dolphinencounters.com or request one by email to education@dolphinencounters.com. You can register up to 2 children per form. Call 242-363-1003 to make your booking and provide: the name of each camper, age, and starting date of camp. You will be given a **confirmation number** for each week or day of camp for each camper which you should write in the spaces provided on the registration form.

What advance payment is required?

Yes, spaces are limited so **100% payment** is required at least **5 DAYS PRIOR TO THE CAMP STARTING**. If a booking is requested within 5 days of camp starting, persons must make payment IMMEDIATELY in order to secure the reservation. **NO PAYMENT WILL BE ACCEPTED ON THE DATE OF THE ACTIVITY. Reservations not meeting the payment requirements will be cancelled without notice.**

Payment can be made by fax/email with photograph of the card and payment form AND is also accepted at the Blue Lagoon Island Sales Center, located at the ferry terminal on Paradise Island. Payment in person 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, the parent will be notified at the end of any given camp day so that he or she may assist in making each child's camp experience a success.