



Frequently Asked Questions

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Got questions about summer camps? We've got answers!

If you've read through these FAQs and still have questions, send an email or give us a call and we'll be happy to help you out.

Registration & Waitlists

When should I register for camp?

All our camps fill up fast (especially Day Camps) so make sure you're ready to go as soon as registration opens!

Day Camps & Teen X-TREME Camps

- RESIDENTS: Tuesday, March 19 at 8:30 a.m.
- NON-RESIDENTS: Thursday, March 21 at 8:30 a.m.

Specialty Camps

- RESIDENTS: Tuesday, February 6 at 8:30 a.m.
- NON-RESIDENTS: Thursday, February 8 at 8:30 a.m.

How do I know if I'm a resident?

You're a resident if you live in or own property in Orange County or the Town limits! If you aren't sure, give us a call and we can help you figure it out.

How do I register for camp?

The best way to register is online! We'll have a walk-in registration day just for Day Camps, but remember camp space is limited and online is faster.

Register Online

You can register for any camp on our website by following these steps:

- 1 Set up your online account **before** registration day. Our online registration page is webtrac.townofchapelhill.org.
 - If you've ever registered for one of our activities or passes before, you already have an account. To get your login information, click 'Forgot Password'.
 - If you need to create a new account, click 'Create an Account'. You should do that as soon as possible. We have to manually approve all new accounts and the closer we get to registration day the longer it will take us to get them approved.
- 2 On registration day, log in to your account at least 15 minutes before registration starts.
- 3 Find the camps you want and be ready to add them to your cart (you might want to bookmark!). There are different ways to search:
 - Click one of the categories in the Camp box.
 - Type in the keywords you're looking for (example: day camp, clay, football) in the search box on the right.You can filter your search by age to only see camps that are age appropriate for your child.
- 4 When registration opens, refresh the page and you'll be able to add your camps to your cart and check out.
- 5 Need help? Call us at (919) 968-2784. Our other facilities will be busy with walk-in registration and won't be able to take your call.

Register In Person (Day Camp Only)

Here's what you should know about walk-in registration:

- The only camp you can register for in person is Day Camp.
- You can only register one family for camp at walk-in registration. You can't sign up your family and another family.
- You can only register in person at:
 - Chapel Hill Community Center – 120 S Estes Dr
 - Hargraves Community Center – 216 N Roberson St
 - Homestead Aquatic Center – 300 Aquatic Dr
- Have a backup plan in case your camps fill before you can register.

Here's how walk-in registration will work this year:

- You'll be given a number when you arrive. We will call people to register by number.
- You cannot collect a number for another person or family.
- Registration moves fast. You need to have your form and payment ready when we call your number; if they aren't, you might lose your place in line.

Summer Camp 2024



Registration & Waitlists

Will you have interpreters on registration day?

This year, we'll have Spanish interpreters available from 8 a.m.-11 a.m. Language help will be available at walk-in registration.

How can I tell which camps are Specialty Camps?

Summer Day Camps are the full day camps at Hargraves Center, Community Center, and McDougle. Teen X-TREME Camps are D.I.Y. Makers and ALL STAR Sports. Every other camp in the Camp Guide is a Specialty Camp

How is age determined for camp?

Your child's age for the purposes of camp is how old they were on August 31, 2023.

Day Camps register by age, not grade. Community Center, Hargraves, & McDougle Camps are for ages 5-11 years old. **Campers age 5** must currently be enrolled in kindergarten. **Age 11** and currently in **6th grade**, must enroll in Teen X-TREME Camps.

Fees & Payments

Can I just pay a deposit to register for camp?

For Day Camp, you can pay a deposit of \$10 per child, per camp. Specialty Camps must be paid for in full when you register.

When is my remaining balance due?

Balances are due May 20 for sessions A-D and June 24 for sessions E-I. Camp fee balances must be paid in full by the due date or your child will be removed from the roster.

What types of payment can I use?

If you register online, you have to pay with a card. We accept Visa, MasterCard, and American Express.

If you register in person, you can pay with cash, a check, a money order, or a card. Make sure to bring a State-Issued Photo ID if you plan to pay with a check.

If you have a credit on your household account, you can use that to pay for all or part of camp no matter how you register.

My camp says something about field trip, material, or equipment fees. What does that mean?

That means there's a small part of that fee that we have to use to pay field trip admissions, buy new materials or rent equipment for your camper. We can't discount that part of the fee, so if you have Financial Assistance, your discount will apply to all of the fee *except* the field trip/materials/equipment fee.

For example, if you register for a day camp with a \$170 fee which includes a \$15 field trip fee, but you have a 90% discount through the Financial Assistance program, you'd pay \$30.50. \$15.50 for your discounted camp fee and \$15 for the full field trip fee.

My child is on the waitlist. How does that work?

If a camp fills up, you can put your child on the waitlist instead. Being on the waitlist does NOT mean they have a spot in camp.

It DOES mean that if another child cancels their registration, we'll start calling the waitlist to find a replacement. We'll start at the top of the waitlist and if that person declines the spot, we'll move on to the next and so on until the spot is taken. The higher you are on the waitlist the better your chance of getting into camp. If you accept a spot from the waitlist, you'll need to pay the full fee before your child can start camp.

Financial Assistance

Can I get help paying for camp?

Yes, through our Financial Assistance program. This program gives you a discount on most of our camps, activities, and passes. It's only for Residents (people who live or own property in Orange County or the Town limits), and the amount of your discount is based on your income and the number of people in your household. Depending on your need, you might get a 25%, 50%, or 90% discount on your fees for one year.

Some Specialty Camps and activities are not part of the Financial Assistance program. Read the descriptions carefully before you register to make sure your discount will apply.

To get help paying for camp through this program, fill out the Financial Assistance Application and turn it in by **MARCH 6**. Return your application by email or put it in the dropbox at our Administrative Office.

Administrative Office

200 Plant Rd, Chapel Hill NC
parksrec@townofchapelhill.org
(919) 968-2784

It can take us several weeks to process your application, so make sure you have it in by the deadline and that it's complete and accurate. Your contact information needs to be correct and complete so we can reach you if you missed something or there's a problem.

You can learn more and download the application at chapelhillparks.org. Click on "Fees, Financial Assistance and Forms".

The OCASL Foundation may be able to help. This nonprofit helps cover registration fees and get equipment and programs for sports, and summer camps for both youth and adults. If you need help paying for an athletic program or summer camp, you can apply for OCASL assistance directly on their website at ocaslfoundation.org.

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PARKS AND RECREATION
www.chapelhillparks.org

Inclusion

My child may need special support at camp. How do I get that?

At registration, check the box that asks if your child will need extra support at camp. We strive to include campers with documented special needs and disabilities in our camp programs. If your child needs extra support to enjoy camp, we may be able to accommodate their needs, but we need *you* to let us know your needs as soon as possible so we can be ready to help when camp starts.

After you register, **fill out the 'Permission to Share Information' form and return it to us by May 20.** Go to chapelhillparks.org and click 'Summer Camp' to download the form. It gives permission to organizations and people who've worked with your child in a group setting (like school or church) to tell us what they did to support your child so we can create strategies to support them at camp. It's really important you get this form back to us quickly.

Please note that we can't accommodate every child. We're only able to support children at camp who are: self-sufficient with hygiene needs, not a safety risk to themselves or others, and able to withstand a noisy gym filled with campers. Also know that we never use a disability label in a negative way.

Questions? Contact our Adapted Recreation Coordinator Marian Kaslovsky at mkaslovsky@townofchapelhill.org or call her at (919) 968-2813.

Camp Contacts

Administrative Office

parksrec@townofchapelhill.org
(919) 968-2784

Community Center Day Camp

(919) 968-2790

- [Jenna Hambleton](mailto:jhambleton@townofchapelhill.org)
jhambleton@townofchapelhill.org

Hargraves Center Day Camp

(919) 968-2794

- [Robin Justice-Jones](mailto:rjones@townofchapelhill.org)
rjones@townofchapelhill.org
- [Brentton Harrison](mailto:bharrison@townofchapelhill.org)
bharrison@townofchapelhill.org

McDougle Day Camp

(919) 968-2751

- [Lizzie Burrill](mailto:lburrill@townofchapelhill.org)
lburrill@townofchapelhill.org

Teen X-TREME Camps

(919) 968-2841

- [Deaver Smith](mailto:dsmith3@townofchapelhill.org)
dsmith3@townofchapelhill.org

Adventure Specialty Camps

- [Keith Dodson](mailto:kdodson@townofchapelhill.org)
kdodson@townofchapelhill.org

Arts Specialty Camps

- [Robena Meek](mailto:rmEEK@townofchapelhill.org)
rmEEK@townofchapelhill.org

Sports Specialty Camps

- [Jonathan Ray](mailto:jray2@townofchapelhill.org)
jray2@townofchapelhill.org

Inclusion Support

- [Marian Kaslovsky](mailto:mkaslovsky@townofchapelhill.org)
mkaslovsky@townofchapelhill.org

My child has ADHD. Can they get inclusion support?

We don't usually assign Inclusion Support Counselors to children with ADHD, but we do want to know if your child has the diagnosis so we can talk to their camp coordinator and counselors about accommodations that will help them have a great time at camp. All you need to do is note the diagnosis in your parent packet and share any strategies your child already uses at home and school to manage their differences.

Summer School

Can my child still come to camp if they're in summer school?

Yes! Let us know as soon as you find out so we can make plans, and make sure to contact your child's school and ask if they have a bus to drop them off at camp after summer school is over.

Attendance & Missing Camp

What should I do if I'm running late for camp pick up or drop off?

Late for drop off? That's okay! Please call to let us know; it helps us plan activities to know who's going to be at camp and when.

Late for pick up? Call to let us know *as soon as possible* and please give us an estimate for how late you'll be. There are extra fees for being late to pick up your child from camp.

What should I do if my child has to miss a day of camp?

Let us know as soon as possible! It helps us plan activities to know who's going to be at camp. If your child is going to miss several days of camp in the same week, you might want to consider cancelling your registration that week and giving a child on the waitlist the spot.

What should I do if my child can't attend a whole week of camp?

Cancel your registration as soon as possible. Read the **Cancelling Camp & Refunds** section for instructions.

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Cancelling Camp & Refunds

How do I cancel a week of camp?

You have to cancel in writing and at least 14 days before the week starts. To cancel, email our Administrative Office or your camp's contact in the chart on the last page, or give a written note to camp staff. Make sure you include your child's name and the camp and week you're cancelling.

If you miss a week of camp without cancelling, you may lose your Financial Assistance discount.

Can I get a refund for days or weeks my child missed?

You can only get a refund if you cancel in writing at least 14 days before the camp week starts. We subtract a \$10 processing fee from your refund for every week of camp you cancel. We don't prorate for missed days unless we cancel the camp.

When you cancel a camp, your registration fee will be added as a credit to your household account that you can use for other camps, activities, passes, or rentals. If you'd like the credit refunded to you, call our Administrative Office to let them know.

- If you paid for your camp with cash, money order, or check, we'll mail your refund to you as a check. Make sure we have your current and correct address.
- If you paid for your camp with a card, we'll refund the money to the card you paid with. We don't store credit card numbers, so you'll need to call us and tell us your card number to get that refund.

Medications at Camp

Can my child take their prescription medication at camp?

Yes! You need to fill out the 'Permission to Give Medicine' form from our website so we can give your child their medication or let them take it themselves.

The medicine you send must be in the original bottle with doctor's instructions on the label. Your pharmacy should give you an extra bottle to leave at camp for free. We'll store your child's medication in a locked cabinet while it's at camp.

Can my child take over-the-counter medication at camp?

Yes, but you need to give your Camp Coordinator a doctor's note that includes your child's name, the medication they're taking, and dosage. You need to send the medication to camp with your child if you think they might need it; we don't keep a stock of over-the-counter medicine.

What to Bring (and Not Bring) to Camp

Bring to All Camps

Water bottle
Wear closed-toed shoes

Don't Bring to Any Camp

Toys
Phones
Electronics
Cash

Bring to Day Camp

2 healthy snacks
Non-perishable lunch*
Swimsuit
Towel
Bag for wet swimsuits

Day Camp Lunches: We may be able to get subsidized lunches for Day Camps. We'll let you know if that happens, but plan to pack your child's lunch in case it doesn't. If we do get subsidized lunches and your child has dietary restrictions, you'll need to fill out a meal change form from the school system to get the correct lunch. Tell your Camp Coordinator you need one and get it back to them as soon as possible.