

## **Frequently Asked Questions**

### **How do I register?**

Registration for Mini Camp Humane (Spring Break 2022) is now open. All registration and payment is handled online. To register, please click [HERE](#). Please contact the Humane Educators by emailing [education@SAhumane.org](mailto:education@SAhumane.org) or call (210) 226-7461 ext. 136 or 140 if you have any questions.

### **How do I know my registration was successful?**

You will receive an automated confirmation email once your completed application forms and payment are received. If you do not receive confirmation within 5 business days of submitting paperwork and payment, please contact the Humane Educators at [education@SAhumane.org](mailto:education@SAhumane.org) or 210-226-7461 ext. 136 or 140.

### **What is included in my registration fee?**

Your registration includes admission to one (1) two-day Mini Camp Humane session. This includes guided behind-the-scenes access and specialized activities between the hours of 9:00 AM-3:00 PM each day. Registration also includes one (1) Camp Humane t-shirt.

### **What are the acceptable age groups for this program?**

This program is available to children in grades 1-12.

### **What is your cancellation policy?**

Cancellations made no later than four (4) weeks prior to your scheduled camp session will receive a full refund. Cancellations made within four (4) weeks but no less than two (2) weeks prior to your scheduled camp session will be subject to a 50% cancellation fee. Cancellations made within two (2) weeks but no less than one (1) week prior to the camp session are subject to a 75% cancellation fee. Cancellations made within one (1) week of the scheduled camp session will be subject to a 100% cancellation fee. Camp sessions may be rebooked whenever possible; however, rebooking is subject to availability. Each rescheduled reservation will be subject to a \$15 rebooking fee.

At the discretion of the SAHS, your program may be cancelled due to events including but not limited to inclement weather, low enrollment, electricity or water issues, or any other unforeseen circumstances. In the event that the SAHS cancels your session, a full refund may be issued.

### **How has COVID-19 impacted Camp Humane?**

The San Antonio Humane Society is dedicated to providing a safe and fun environment for all of our guests. In order to provide this experience safely, the SAHS is limiting the number of program participants to accommodate social distancing as recommended by the CDC. Our facilities will be deep cleaned prior to and immediately following the program. Parents are asked to monitor their child for any symptoms of COVID-19 each day, prior to attending the program. Additionally, face masks are strongly encouraged to be worn on campus at all times, unless eating or drinking, by program participants, volunteers, and SAHS staff. Anyone who is experiencing symptoms of COVID-19, including volunteers and staff, will be asked to stay home.

### **What if my camper gets COVID-19 before camp?**

Should your camper be diagnosed with or exposed to COVID-19 and their scheduled session falls within their designated quarantine period, please contact the SAHS Education Team immediately to discuss your options. You can email [education@SAhumane.org](mailto:education@SAhumane.org) or call (210) 226-7461 ext. 136 or 140.

### **What will my child be doing throughout the day at Camp Humane?**

Each camp theme will have its own unique schedule for each day. This day may include animal socialization and interactions, arts and crafts, guest speakers, service projects and more. Activities may vary by session and schedules are subject to change. All campers will have a lunch break, and campers in grades 1-5 will also be provided with a snack break. For the safety of your child and our pets, no participant will be permitted to handle any pet while attending the program. Any animal interaction will be led by and under the supervision of a SAHS staff member. It should be noted that while this program takes place at the San Antonio Humane Society, your child should not expect to spend the entire day working with pets.

### **What should my child bring with them on the day of the program?**

Each participant will need to bring their lunch in a lunch box or disposable bag and a reusable water bottle that is clearly labeled with their name. Please note that refrigerated space is not available. It is also strongly encouraged that each participant wear or bring a face mask.

### **What should my child wear to the program?**

Participants should wear their camper t-shirt, closed-toe shoes with rubber, non-slip soles, and pants or shorts of at least knee-length. Participants will receive their camper t-shirt upon arrival to the program and will be allowed to change into their shirts in the bathrooms. Please keep in mind that some activities throughout the day may cause damage to your child's clothing. Clothing or headwear containing images of violence, profanity, or discrimination are not permitted.

### **Where will I drop off and pick up my camper each day?**

Campers will be checked in and out at the entrance of the Education Building located at 4804 Fredericksburg Rd, San Antonio, TX 78229.

Check-in will run from 8:45 AM-9:00 AM. Upon arrival, please ring the doorbell and wait for a SAHS Humane Educator to greet you. A SAHS Humane Educator will then escort your camper into the building. Please allow approximately 10 minutes for check-in.

Pick-up will run from 2:45 PM-3:00 PM. Upon arrival, please ring the doorbell and wait for a SAHS Humane Educator to greet you. Once you've been greeted, a SAHS Humane Educator will verify the identity of the pick-up person. Any person attempting to pick up a child from camp will be required to show a valid state or military-issued photo ID. This person must also be listed on the authorized pick-up list provided during registration. Upon verification, a SAHS Humane Educator will escort your camper out to you. Please allow approximately 5-10 minutes for pick-up. Campers whose parents have not checked in for pick-up by 3:00 PM and have not previously purchased Extended Care will be charged the daily fee of \$15. Please refer to the Fees, Rescheduling, and Cancellations section of the [Mini Camp Humane Parent Handbook](#).

### **What are the hours of operation for Camp Humane? Is there an extended care option available for working parents?**

Camp Humane will run from 9:00 AM-3:00 PM each day. Extended Care will be available to purchase for all campers at a rate of \$15/day or \$25/session. Extended Care will run from 3:00 PM-4:30 PM. A late pick-up fee will be assessed in 15 minute increments for campers who are picked up after 4:30 PM. Campers whose parents have not checked in for pick-up by 3:00 PM and have not previously purchased Extended Care will be charged the daily fee of \$15. Please refer to the Fees, Rescheduling, and Cancellations section of the [Mini Camp Humane Parent Handbook](#).

**May I drop my camper off late or pick them up early?**

We ask that families adhere to the scheduled drop-off and pick-up times as much as possible to minimize disruptions from scheduled activities and lessons. If you are running late to drop off your camper, please call as soon as possible at (210) 226-7461 ext. 136 or 140. Camp may already be in progress and your camper may miss activities or presentations that cannot be made up.

If you need to pick up your camper early, please communicate your pick-up time with the SAHS Humane Educators upon drop off in the morning. In the event of an emergency that will require your camper be picked up early, please call (210) 226-7461 ext. 136 or 140.

**May I stay and attend camp with my child?**

Only SAHS staff, official SAHS volunteers assisting with the program, and registered campers are permitted to attend Camp Humane.

**How many campers and counselors are there in each session of Camp Humane?**

The SAHS will have a 1:8 staff to camper ratio. In the event of an emergency, camp groups may be combined so that one of the SAHS staff members can respond to the emergency. There is a maximum of 15 campers per session. Campers will be under the supervision of a SAHS staff member at all times.

**Can my child get COVID-19 from the dogs and cats at the shelter?**

According to the Center for Disease Control, "In the United States, there is no evidence that animals are playing a significant role in the spread of COVID-19. Based on the limited information available to date, the risk of animals spreading COVID-19 to people is considered to be low. However, because all animals can carry germs that can make people sick, it's always a good idea to practice healthy habits around pets and other animals." We will continue to have participants sanitize hands after animal interactions.

**Who can I contact if I still have questions?**

For additional information, please contact the Humane Educators by emailing [education@sahumane.org](mailto:education@sahumane.org) or calling (210) 226-7461 ext 136 or 140.