



# 2018 Summer Policies and Procedures

All lessons take place in an outdoor environment where weather conditions can change rapidly. Therefore, it is the client's or guardian's responsibility to be prepared and dress for all conditions. **Please note all activities are subject to change. You will be notified of any changes to programming by email, text, or phone call.**

Please read the following information regarding participant reservations. A signed copy of appropriate signed waiver(s) and a completed Participant Form at the time of booking. Failure to complete, sign, and return all forms to STARS may result in a cancellation of lessons.

## Reservation Process

- Advance booking is required for all summer programs and camps. Please go to [steamboatstars.com](http://steamboatstars.com) to register.
- A Participant Form and activity appropriate waivers must be completed before a reservation can be placed.

## Personal Care Attendants

- STARS Adaptive Recreation program volunteers and staff cannot administer medication or assist with the personal care of participants. Those who require assistance shall provide a personal care attendant during the activity. Personal care attendants are free of charge to participate with the program when assisting a client.
- Please note that campers requiring constant supervision or personal care must be accompanied by a personal aide.
- STARS staff maintains the right to screen all applicants for the appropriateness of each camp to ensure that each participant will have a safe, fun experience.

## Drop Off and Pick Up

- A parent/guardian is required to check in and check out each child every day of programming with a designated STARS staff.
- Please submit the names and contact information for anyone other than a parent/guardian who may be dropping off or picking up your child.
- STARS will not release your child to anyone who is not on your list of approved individuals.

## Lunch / Snacks (*when applicable*)

- Please do not send money for lunches.
- Participants are responsible for bringing lunch, a snack and a full water bottle everyday.
- Please note that our programming is primarily outdoors so we do not have refrigeration nor do we have any means to heat lunches.

## Horse Program

- Participants in the horse program are required to wear a helmet (provided), long pants, and closed toe shoes.

## Service Dogs

- Please note that STARS staff are not responsible for service animals. Arrangements must be made for service animals prior to activities.

## STARS Refund Policy

### Day Programming

- Cancellations within 30 days or more from the first day of the session will be refunded in full.
- Cancellation within 15 days before the first day of the session will receive a full refund, less the \$50 non-refundable deposit.
- Cancellations within 48 hours of the first day of the session will be refunded at 50% of the full reservation.
- If you cancel a single day within a session, there is no refund.
- Once the first day of the reservation has occurred, refunds of all subsequent bookings will only be granted based on documented injuries or medical conditions preventing the individual from the scheduled activity.

### Camps

- Cancellation notifications received more than 15 days prior to camp check-in will receive a full refund, less the \$100 non-refundable deposit.
- Cancellation notifications received within 15 days of the camp check-in will not be refunded.