

## Payment Options and Refund/Transfer Policies:

Camp fees are due in full one week prior to the beginning of each session. iTEC online registration does provide an Installment plan. Simply provide a credit or debit card and camp fees will be automatically paid based upon the installment dates.

### **Transfers:**

Transfer request must be submitted two weeks before the session is to begin and will be approved based on availability. Participants will be charged a \$10 transfer fee for each camp transfer.

### **Cancelations:**

Please note we are unable to pro-rate any of our camp fees for any reason.

- A refund, less 20%, will be processed upon receiving written notice of a session cancellation 14 days in advance to the session beginning.
- No refunds or credits will be given with cancelations 13 days or less from the start of the session – with the exception of medical reasons. A doctor's statement of camper's inability to participate must be submitted with the parent's written cancelation/transfer request.

iTEC reserves the right to cancel any camp due to insufficient enrollment. In this case, registration fees will be reimbursed in full.

## Daily Camp Procedures:

### **Waiting List:**

Space is limited in each camp. Camps will be filled according to the order that registration is received. If a space comes available, iTEC will send an e-mail to the email addresses that are listed on the account. You will be given two business days to confirm the available space, If we do not receive a response, your camper will be deleted from our waiting list and that space will be offered to the next participant on the waiting list.

### **Paperwork:**

Pre-camp paperwork is mandatory for your child to attend camp, and must be completed prior to the start of the camp. Campers will not be allowed to attend camp until all necessary paperwork has been completed in our online system. Camp days missed for this reason are non-refundable.

### **iTEC STEM Camp Hours:**

- General Camp hours: 8:00am- 4:00pm
- Early camp care hours: Students can be dropped off as early as 7:30 am, there will not be proper supervision provided by iTEC before 7:30am.
- After-Camp care hours: Students must be picked up by 5:30pm, there will not be proper supervision provided by iTEC after 5:30pm. This option is available on the registration page for all camps. Kinder-2nd grade participants must be registered for the afternoon Summer Camp session to be eligible for After-camp care.

During before/after camp care, lunch and clean-up time children will watch videos or do arts and crafts activities. These times are not designated for specific topics or structured learning.

**Camper pick-up procedures:**

Camp sign-out will be held in the assigned camp room.

The following procedures are in place for your child's safety and will be employed during the camp season. Anyone picking up a camper must be on the camper's Authorized Pick-Up list and MUST present a photo ID before a camper is released.

Acceptable forms of ID include:

- A driver's license or state non-driver ID
- A passport or military ID
- An Employment Identification Card

**Authorized Pick-up List:**

Only those individuals listed under the "Persons Authorized to Pick-up Camper" on the camper application will be permitted to sign-out campers. All authorization changes must be submitted in writing before the student is signed out for the day. Notes submitted at sign-out verbal authorizations will not be accepted.

**Early Pick-up:**

Please provide advance notice if you need to pick-up your child early. Please be aware that due to certain camp activities, it's possible your child's group will not be in the immediate area of the camp classroom. Your cooperation in scheduling all early pick-ups in advance is greatly appreciated.

**Late Pick-up procedures:**

Parents will be charged \$15 for the first 10 minutes that they are late and \$1 for every minute thereafter, per child, regardless of the reason. Payment is due at the time of pick-up and the camper(s) may not return to camp until the fee is paid. A late form will be completed by an iTEC Instructor and parents will be provided a copy for their records. Instructors will call the UTSAPD if a student is not picked up by 6:00 p.m. and no contact has been made with the parent or other authorized pick-up person.

**Sick Child Policy:**

Please do not send your child to camp if he/she is sick and/or running a fever. If a child becomes ill during camp, a parent or person authorized to pick-up will be contacted to pick-up the child. Children must be symptom free for at least 24 hours before returning. A doctor's note may be required for your child to return to camp

**Parking:**

Dash Passes and parking maps will be mailed out a week before each session is to begin. You are responsible for printing the dash pass out and placing it on the dash of your vehicle. Any parking violation disputes must be directed to the UTSA Parking office. iTEC is not responsible for any acquired parking violations.

**Camper Preparation:****Camper Attire:**

Every morning, participants will be given a disposable nametag to be worn at all times during that day. Given the season and the walking involved from site to site, participants are encouraged to dress comfortably, but to make good attire choices. Participants may interact with University faculty, staff, researchers, graduate students and or news filming crews. Thus,

participants are expected to refrain from wearing t-shirts with offensive language, tank tops, flip-flops, revealing clothing, super-short shorts, etc.

**Lunch and Snacks:**

Due to food allergies and dietary restrictions, iTEC will not provide food for participants. Please make sure your child brings a non-perishable lunch and snack.

**Personal Property:**

Campers are instructed to leave valuable items / electronic devices such as cell phones, I-pods, video games, cameras, expensive jewelry, etc. at home. The University is not responsible for the loss or damage of any personal property.

**Lost and Found:**

A lost and found bin will be placed at the sign in/out table at the beginning and end of each camp day. Notify iTEC Instructors upon sign-in/sign-out regarding lost items if they are not in the bin. All lost and found items not claimed after two weeks will be donated to a charitable organization.

**Behavior Expectations:**

Both Parent/Guardian and Participant must understand that for the health, safety and welfare of all participants, students must abide by all iTEC Camp Policies and Participant Behavior Expectations. iTEC reserves the right to dismiss any student from the program that staff believes, is injurious to him/herself or others, presents a safety concern or medical risk, is continuously disruptive, or otherwise conducts him/herself in a manner detrimental to the program.

iTEC has a zero-tolerance policy towards violence or acts of sexual or racial harassment. Any student or staff member that engages in an act of violence or harassment will be removed from the program. Violence includes but is not limited to: threatening behavior, verbal or written threats, harassment, verbal abuse, physical attacks, defamation, and any cyber-related teasing/threatening/bullying.

Damages to program/campus property must be paid for by the participant or the participant's parent/guardian.

It is our goal to ensure that all participants gain self-confidence, make new friends, and go home with a happy and memorable experience. iTEC is dedicated to providing every camper with a positive enjoyable experience and the misbehavior of one camper, or a group of campers, will not be allowed to impact negatively on the experience of others.

**At iTEC we expect our campers to:**

- Follow all rules that that instructors set out for each activity, area, or project.
- Remain on the camp property and with their assigned group at all times until properly signed out by authorized persons.
- Use appropriate language and be respectful to staff and other campers.
- Use all camp facilities and equipment properly.
- Refrain from fighting and any form of physical or verbal aggression.
- Be a positive and active participant in all camp activities.

**Cell Phone & Electronic Policy:**

iTEC Camps are a cell-phone and electronic free zone. If participants bring a cell phones/electronics to camp, they must remain on silent and safely in a backpack or lunchbox. Remember iTEC is not responsible for the loss or damage of any personal electronic devices. Confiscated electronics will be held in the Program Managers office for parents to retrieve at the end of the camp day.

**Violations:**

Campers not adhering to camp behavior standards will be handled on an individual basis. Frequent or severe violations may result in suspension or expulsion from the program at the discretion of the Program Manager. No refunds will be given due to expulsion or suspensions. Campers are responsible for their actions and are expected to treat UTSA, iTEC and other camper's property with respect and care. Any camper that violates this will be held financially liable for any property damage, defacing, or graffiti.

**Medical and other Health information:****Medications:**

iTEC staff and Instructors cannot dispense medication to your child. If your child has medical needs, please plan to provide whatever care is required during camp hours. The only exception is for emergency-only medicines. Emergency medications (epi-pens) must be accompanied by written instructions for emergency procedures, and will be kept with the camp's First Aid kit.

**Communication:**

For non emergencies, we prefer to communicate by email. Please check all emails listed on the registration form on a daily basis and ensure that our emails will be accepted by your computer – not blocked. Email notices will come from [itec@utsa.edu](mailto:itec@utsa.edu). You will receive a phone call for all emergencies.