

### **WHAT HAPPENS ON SUPER SATURDAY?**

Our front gate opens on Saturdays for arrivals between 4-6pm during weeks 1-8. Families are welcome and encouraged to drop their children off at camp. Once you've arrived at camp, you can get your child settled in their cabin, meet their counsellor and take a tour of Muskoka Woods. Be sure to enjoy our very own "Muskoka Woods Signature Burger" while grabbing a bite to eat at our BBQ. Then at 6pm, we encourage all families to attend our Opening Day show. Note: For Classic (Week 9) arrival time is between 6-7pm. Please note that Muskoka Woods is not prepared to accept early arrivals.

**\*Due to the quick turn around for Classic programming beginning, there will not be a BBQ for guests & parents provided upon arrival.**

### **WHAT IF MY CHILD HAS TO MISS A DAY AT CAMP OR ARRIVE LATE/LEAVE EARLY?**

If your child has to miss a day or arrive late/leave early, please notify our office in advance. Please note, there is no adjustment in fees or option to make up missed activities.

### **CAN MY FRIEND OR RELATIVE PICK UP MY CHILD FROM CAMP?**

If you are planning to have anyone other than those you have authorized on your registration form pick up your child, written permission outlining the details and your signature is mandatory. Those picking up guests should be prepared with photo identification. Muskoka Woods does not release guest information to anyone who is not listed on the registration form as approved by the parent/guardian.

### **WHEN CAN WE EMAIL/WRITE/CALL OUR CHILD WHILE THEY ARE AT CAMP?**

Mail and email is distributed daily. You may bring mail with you upon your arrival and leave it in the office labelled with the guest's name, age or section and the requested day(s) it is to be delivered. Email sent to [guest@muskokawoods.com](mailto:guest@muskokawoods.com) should include the guest's name and age or section in the Subject line. Please reserve phone calls for more urgent situations as it may not be possible to have guests near a phone at all times.

### **CAN I EXPECT TO HEAR FROM MY CHILD WHILE THEY ARE AT CAMP?**

Not usually. Guests do not often call parents while they are camp as they are so busy and having so much fun! Guests who experience homesickness are not encouraged to call home as sometimes this may increase homesickness. If you require your child to call home due to an urgent situation, please call the office and leave a message for your child, who will get back to you as soon as possible.

### **WHAT HAPPENS IF MY CHILD IS HOMESICK?**

Homesickness is a very natural and common occurrence. In our experience, homesick periods are most prevalent at the beginning of the week and usually subside before mid-week. Since calling home often amplifies homesick emotions, our younger guests (7-11 yr. olds) are not encouraged to call home unless parents have notified us otherwise. If you permit your 7-11 yr. old to call home, a staff member will accompany them. If you receive a phone call from your child, we suggest that you focus on the fun they are having and the sports and activities they are learning. Sending a cell phone with your child is NOT recommended.



## FAQ

### **WHAT WILL MY CHILD DO ON THE WEEKEND IF THEY ARE STAYING FOR CONSECUTIVE WEEKS?**

Guests staying for consecutive weeks participate in Muskoka Woods 'Stay-Over' Program during the day on Saturday while new guests are arriving and the camp is transitioning into a new week. Stay-over guests are supervised by Muskoka Woods staff and participate in a variety of activities such as beach parties, games and movies, etc..

### **WHAT DO YOU DO WHEN A CHILD WETS THE BED?**

When a guest wets the bed, Muskoka Woods will launder the guest's bedding on-site. If a guest does wet the bed, Muskoka Woods counsellors are very discreet and sensitive; making it a priority to ensure the guest does not feel embarrassed or upset in any way. Every cabin is equipped with an extra sleeping bag and pillow in the event that bedding needs to be changed.

### **HOW ARE SPECIAL NEEDS CARED FOR?**

Parents of guests with special needs are asked to contact our Registration Dept. at the Toronto Office so we can discuss how we can best care for your child.

### **MY CHILD IS A PICKY EATER OR HAS DIETARY RESTRICTIONS.**

Our food service staff work hard to provide excellent meal choices for our guests. With meals served buffet style, guests can enjoy a wide variety of foods including a full salad bar and vegetarian option. We encourage our guests to try everything and guarantee they won't go hungry! Please inform us of your child's special dietary needs and we will be glad to accommodate them. For a Sample Menu - visit: [summer.muskokawoods.com/parents\\_faq.html](http://summer.muskokawoods.com/parents_faq.html)

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### **CAN MY CHILD BRING HIS/HER OWN FOOD TO CAMP?**

Guests are permitted to bring peanut/nut free snacks to camp. Please do not send your child to camp with any snacks that contain nuts, traces of nuts or products made with peanut oil.

### **HOW ARE BEHAVIOURAL ISSUES HANDLED?**

Muskoka Woods Senior Leadership Staff are knowledgeable and experienced in how to handle behavioural situations. Our staff make it a priority to ensure all guests at Muskoka Woods have a safe and positive experience. In the event a behavioural issue does arise, our staff will evaluate the situation, and take appropriate action with the guest(s) directly involved, while making every effort to not interfere with the experience of other guests participating in the cabin/activity.

### **WHAT IS YOUR RATIO OF STAFF: GUESTS?**

With our on-site ratio of 1:2 (Staff:Guest), Muskoka Woods boasts one of the lowest ratios of camps in North America. Our WILD section (7-9 yr olds) has 2 counsellors and up to 8 guests in a cabin, J1 (10-11 yr olds) has 2 counsellors with a max of 10 guests and our J2 & SH guests (12-17 yr olds) will be in a cabin with 1 staff and up to 11 guests.

### **HOW OLD ARE YOUR COUNSELLORS?**

Typically our Counsellors are university aged students, with the youngest being approximately 17 years old.

### WHAT IS A DAILY SCHEDULE LIKE?

Our days are jammed pack with tons of crazy activities and fun programs so guests get the most out of their time with us. For a sample schedule, visit:

[summer.muskokawoods.com/parents\\_faq.html](http://summer.muskokawoods.com/parents_faq.html)

### CAN MY CHILD BE IN A CABIN WITH THEIR FRIENDS?

We guarantee one cabinmate request as long as the request has been reciprocated and both guests are registered in the same week and same age group (based on age as of December 31/10). We will do our best to honour any requests that are made.

### WHAT HAPPENS TO MY CHILD'S PROGRAM IF IT RAINS?

Muskoka Woods has a rainy-day program in place in the event of rain and/or extreme weather. Guests will participate in a variety of indoor activities in lieu of their regularly scheduled activities until the weather clears. There is no adjustment in fees for rainy/extreme weather days.

### WHAT DOES IT MEAN THAT YOU ARE A 'CHRISTIAN CAMP'?

Muskoka Woods is a non-denominational Christian sports resort welcoming guests of any race or creed. Summer guests participate in a variety of sports and activities, as well as discussion groups and multimedia events that communicate a message based in Christian values and beliefs with the goal of developing their character and potential.

### CAN I BRING MY CELL PHONE, IPOD, ETC, TO CAMP?

Guests are encouraged NOT to bring valuables to camp. Policies are in place to discourage guests from entering other guest cabins. Since it is impossible for Muskoka Woods to guarantee that theft or losses will not occur, we strongly advise that belongings be secured in a lockable suitcase or trunk. Muskoka Woods does not assume responsibility for lost or stolen articles

### DO YOU HAVE A FAMILY DISCOUNT?

No. Muskoka Woods does not offer a family discount at this time.

### MY FAMILY CANNOT AFFORD YOUR FEES, DO YOU PROVIDE INDIVIDUAL SCHOLARSHIPS OR BURSARIES?

At this time, Muskoka Woods does not have a formal program for individual subsidy. Muskoka Woods does, however, assist numerous kids with financial need each year through our partner agencies. For information on the Muskoka Woods Youth Foundation programs - visit [www.muskokawoodsfoundation.com](http://www.muskokawoodsfoundation.com)

### HOW SOON SHOULD I REGISTER?

Registrations are on a first-come first-served basis, so guests are encouraged to register early as some activities and weeks fill very quickly. Visit [www.muskokawoods.com](http://www.muskokawoods.com) to register.