



July 2021

Dear Camp Rock Families,

We hope that you are enjoying your Summer! Our campers are having a blast at Camp Rock meeting new friends, playing fun gym games, working on their tumbling skills, using their creativity with unique crafts, and dressing up as their favorite characters. Myself and the Camp Coaches are truly enjoying getting to know your children. We love hearing all their stories and seeing them learn and grow each day.

With the increased popularity of our program we are making a few changes to our camp policies and procedures. Please take a few moments to read the below information which contains both new and existing policies. This information can be found on our website page as well. If you have any questions about the below policies or anything that has to do with our camp program, please don't hesitate to reach out to me at Jennfier@Rockstarhollysprings.com. I would be happy to set up a phone or in person meeting if needed with advance notice.

Thank you for choosing Camp Rock and being a part of our Rockstar Family.

Jennifer A. Larsen-Neumann
Rockstar Cheer Marketing/Events/Camp Director

In an effort to streamline our Camp Rock registration, we will be implementing a new process for charging your account. Starting for the week of July 12th, your credit card will be charged for the camp days that you have registered for the Friday before your child's camp start date. We typically have charged your account at the end of your child's camp week.

Families that have registered for camp during the week of July 12th will be charged on July 9th. Any and all additional charges that your child incurs throughout the week (beverages, merchandise, or extended care) will still be charged to your account at the end of the week.

CANCELLATION POLICY

When you enroll your child in Camp Rock, you are reserving space, time, supplies, and staffing whether or not your camper attends the program.

1. The \$35 Camp Registration Deposit is *NON-REFUNDABLE* and *NON-TRANSFERABLE*. This fee will be charged within 24-48 hours once you have completed the online camp registration.
2. If your child *DOES NOT* show up for camp on the day that they are registered for, whether we receive an email or not your account will be charged. There are *NO REFUNDS*.
3. We are not able to transfer days from one week to another. Your account will be charged for the day that you are cancelling and you will be charged a \$35 non-refundable Camp Registration Deposit along with the new day's charge.

WAITLIST

1. *NEW*: Because of the increased popularity of our camp, we now have a Waitlist option. If you are interested in a particular day and our website shows '0' spots available, you are able to click on the 'Waitlist' button and sign up on the list. If a spot becomes available for that day, we will reach out to you. Your card *WILL NOT* be charged unless the spot becomes available. Families will be contacted in the order that their waitlist registration was received.
2. If you would like to add additional days to a week that your child is already registered for and there are available spots, you *MUST* email our Camp Director (Jennifer@Rockstarhollysprings.com). You are not able to make changes to your child's camp days on our website.

ADDITIONAL CHARGES

1. If your child *DOES NOT* bring a refillable water bottle (as noted on our website and in the week's itinerary email that is sent out prior to the start of camp) and asks for water, your account will be charged \$1.50 for a bottle of water for your child.
2. *NEW*: Although we do not advertise this to campers, we do sell cold beverages for our campers. Capri Sun Juice Pouch: \$1/ea, Bottled Water: \$1.50/ea, Gatorade \$1.75/ea, and Soda \$1.75/ea.
3. We offer both AM & PM Extended care options for our Camp families. We *REQUIRE* an email at least 24 hours in advance in order to ensure proper staffing. Please email our Camp Director at Jennifer@Rockstarhollysprings.com. We start charging the Extended Care fee for ANY pickups that are at 5:01PM and beyond.