

# Camp Fire Heart of Iowa Rules & Policies

5615 Hickman Road, Des Moines, IA 50310 | 515-274-1501 | [campfire@campfireiowa.org](mailto:campfire@campfireiowa.org)



The purpose of this document is for parents to be aware of Camp Fire's discipline and payment policies. Please take some time to read through this document thoroughly. If you have questions, please call the Camp Fire Service Center at 515-274-1501.

## **Payment & Absences Policy:**

- **Deposits**
  - Deposits are 20% of the total registration fee and are required for registration in a program.
  - Deposits are non-refundable and non-transferable to another program
  - A Camper's spot is not reserved until deposit has been paid and all required forms are completed
- **Payments**
  - Payment in full is due a minimum of 10 business days before the program start date. If payment in full has not been received 10 business days prior to the program start date, you authorize Camp Fire to withdraw the remaining balance using the payment method on file plus a \$20.00 late fee. This guarantees your camper's participation in the program.
  - If a payment method is not saved on file, or we are unable to withdraw full payment for any reason, and/or the full registration payment has not been made 5 business days prior to the start of the program your camper's space in the program will be forfeited.
  - Payments cannot be taken in person at the location of the program and must be made via Camp Brain, by phone at 515-274-1501, or in person at the Camp Fire Service Center.
  - We accept cash, check, or credit card. Our programs also qualify for most flex spending accounts.
  - Returned eCheck payments will be assessed a \$30 returned check fee. Replacement payment must be made for your camper to participate in current or future Camp Fire programs. Future payments must be made via cash or credit card.
- **Refunds and Cancellations**
  - Cancellation requests can be made via an email to [campfire@campfireiowa.org](mailto:campfire@campfireiowa.org) or by calling the Camp Fire Service Center at 515-274-1501.
  - Refunds or camp credit, excluding deposits, will be given upon cancellation with at least 10 business days' notice.
  - Cancellations made less than 10 business days in advance will not be refunded and fees will not be transferred to another program.
  - If your child leaves camp early due to illness or injury, the registration fee may be refunded at a pro-rated rate or the child may be able to attend a later session. If your child leaves camp early or arrives late due to homesickness, behavior issues, or for any other reason, there will be no refund or pro-rated fees.
  - Special circumstances may be considered on a case-by-case basis with documentation of positive COVID-19 test, a family medical issue, death in the family, or other circumstances.
  - Registration fees already paid will not be refunded in order to use another payment method.
  - If Camp Fire finds the need to cancel any program, full refunds will be given.

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- **Absences, Late Pick-Up, & Disciplinary Action**

- If a child is ill or cannot attend camp for any reason, the Camp Fire Service Center should be notified prior to the program's drop-off time at 515-274-1501 or by email at [campfire@campfireiowa.org](mailto:campfire@campfireiowa.org).
- If a child is not picked up by the program's end time, after the first occurrence a fee of \$15 will be charged. After 15 minutes, if the child is still at the program a fee of \$1/minute will be added to the fee. The fee will be charged to the camper's account and paid via the payment method on file.
- If a camper is suspended from a program during the course of disciplinary action, program fees will not be reimbursed for that program. If a camper is suspended for the remainder of the season, they will not be expected to pay any camp fees for weeks they do not attend.

## Disciplinary Action

Camp Fire is interested in the welfare of all participants. Participants in Camp Fire programs are expected to follow the rules of the program and the direction of the staff. A participant's failure or inability to follow rules or staff directions may result in disciplinary action.

Disciplinary action may be called for when a participant disrupts the program by requiring constant one-on-one attention; inflicts physical or emotional harm on others; abuses staff or is otherwise unable to conform to the rules and guidelines of the Camp Fire program, this includes repeated cell phone usage.

When disciplinary action is called for, staff will notify the parents/caregivers of the situation and discuss a solution. If improvement does not occur, the following steps will be taken:

**Camp Fire reserves the right to accelerate the disciplinary process as it sees fit and based on the severity of the incident.** Parents/caregivers will be notified any time a child is exhibiting behavior that endangers themselves or others and may be sent home immediately.

- **First incident:** The parent/caregiver will be informed of the incident by phone or at pick-up.
- **Second incident:** The parent/caregiver will be called and informed that the participant has been suspended for the rest of the day. The parent/caregiver should make arrangements for the participant to be picked up as soon as possible.
- **Third incident:** The parent/caregiver will be called and informed that the participant has been suspended from camp for the rest of the week. The parent/guardian should make arrangements for the participant to be picked up as soon as possible.
- **Fourth incident:** The parent/caregiver will be called and informed that the participant has been suspended from camp for the rest of the summer. The parent/guardian should make arrangements for the participant to be picked up as soon as possible.
- Registration fees will not be reimbursed for the remainder of a camp session following a participant's suspension.
- If a participant is suspended for the remainder of the summer, they will not be expected to pay any registration fees for weeks they will be unable to attend.

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***In the event I cannot be reached in an emergency, I hereby authorize you to obtain medical attention for my child at the expense to provide whatever medical, dental, or surgical treatment is necessary.***

By checking the box and signing below you are acknowledging and agreeing to the following:

1. I have read and understood the risks and policies summarized above
2. I understand that my participation in camp/program activities and receipt of any camps, programs, or services is voluntary.
3. In consideration of attending a Camp Fire Heart of Iowa program as a camper, volunteer, or staff member, I expressly assume the risks of such attendance. Further, for myself and on behalf of my executors, administrators, and heirs, I release and hold the Camp Fire Heart of Iowa, including the owners, trustees, officers, employees, agents, and volunteers of the entities, harmless from any and all claims or suits arising in any way from my attendance at a Camp Fire Heart of Iowa program for injury to my person or property or my death caused by the negligence of these entities and/or individuals; or (as appropriate);
4. In consideration of my child's attendance at a Camp Fire Heart of Iowa program as a camper, volunteer, or staff member, I, for myself and on behalf of my minor child and our executors, administrators, and heirs, release and hold the Camp Fire Heart of Iowa, including the owners, trustees, officers, employees, agents, and volunteers of these entities, harmless from any and all claims or suits arising in any way from my child's attendance at a Camp Fire Heart of Iowa program for injury to my child or his or her property or his or her death caused by the negligence of these entities and/or individuals.
5. We consent to the use of any pictures/video of the camper in connection with the camp's future promotion; this may include social networking sites such as "Facebook", but it is our policy that no camper or staff be "tagged" in any photos.

Check that you have read the document:

Signature of Parent/Guardian: \_\_\_\_\_ Date: \_\_\_\_\_