

SUMMER 2020 PREPARING FOR CAMP



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PREPARING FOR CAMP

We're excited you will be joining us at ISTC this summer. We've put together this quick guide on preparing for camp to help you out with the most commonly asked questions by new parents.

Should you need a more detailed version of this quick guide, please download our full Parent/Camper Guide from our website under the Current Families -> Camp Forms section.

As always, we're here to help, so if you have a question that isn't covered in our guides, please feel free to email us at office@international-sports.com.



IMPORTANT DATES

There are a couple of important deadlines for paperwork, balances and cancellations that apply to all families. Should you apply after these deadlines, all items are due immediately.

- April 1st, 2020 - Last day to cancel and receive \$150 of your deposit back. A notice of cancellation in writing must be received by our office.
- May 1st, 2020 - Your final balance is due in our office as either a check or money order. Remember, we do not accept credit cards for final balances.
- May 1st, 2020 - Your camp forms are due. Your camper contract, health history and physical examination form with immunizations must be submitted through your online parent account.
- May 1st, 2020 - Last chance to change from a Saturday or Sunday check out day. Weekend fees are non-refundable after May 1st.
- Two weeks before your check-in day - Last chance to cancel and receive any fees paid less the \$300 deposit per session. A notice of cancellation in writing must be received by our office.

Don't worry, we'll send you periodic email reminders of all outstanding items throughout the spring months. Please remember, campers with incomplete forms or outstanding payments will not be able to check in to camp.

PAYING FOR CAMP

Included in your original confirmation email is your family's invoice. It will show the session, checkout day, and remaining balance for your camper(s), along with any eligible discounts that were applied.

- All camp balances are due May 1st, 2020.
- We do not accept credit card or other online payments for camp balances.
- Pay in installments as long as you are paid in full by May 1st, 2020.
- Mail a check or money order to:
ISTC, 1100 Twin Lake Road, Stroudsburg, PA 18360
Please include your child's name in the memo section of the payment.



CHANGING YOUR DATES

We are happy to accommodate changes in camp dates as long as we have availability for the session you are interested in.

- Switch to any available session with no charge.
- Cancelling a session follows our refund policy on page 7.
- Add additional days prior to your arrival and we will send an adjusted invoice.
- Additional days can be removed up until May 1st, 2020, with no charge. After May 1st, additional days are non-refundable.
- If you need to pick up your child outside of our standard check-out times, special arrangements must be made with our office and a \$25/child fee will be incurred.

All changes must be made via email to our office at office@international-sports.com.

CABIN & BED ASSIGNMENTS

Each camper can list up to three friends maximum of the same gender as roommate requests. We honor these requests as long as the entire group is within two years of age.

- List your roommate request on your application form or email us at office@international-sports.com at least four weeks before attendance.
- We are unable to accept requests for particular cabins or for top/bottom bunk beds.
- We do not accept non-roommate requests.
- All Sports and IXTC campers are housed separately and cannot request each other as roommate requests.



CAMP FORMS

Camper safety and wellbeing are paramount to the ISTC experience. In order to best take care of everyone, we require three forms to be completed before arrival: Camper Contract, Online Health History, and Physical Exam & Immunizations.

- All forms are due no later than May 1st, 2020.
- Each form can be found by logging in to your parent account: istc.campintouch.com in the 'Forms & Documents' section.
- If you registered by mail or in person and did not create and account, please select the 'retrieve/set password' link.
- The camper contract and health history forms are completed online. The physical exam and immunizations form will need to be printed and taken to your child's doctor to be completed.
- Additional optional forms can also be found in your parent account. Please only complete these if necessary.

CAMPER CONTRACT

The camper contract form details the expectations for behaviors at camp. Please review this document with your camper, as understanding the camp's rules is important to having a successful experience.

- Review the contents of this form with your camper.
- Click the 'I agree' check box.
- Type the parent's full name in the signature section.
- Submit the form prior to May 1st, 2020.



HEALTH HISTORY

This form will ask for specific information regarding your camper's wellbeing so that we can best take of him or her during the camp stay. From medications to previous injuries, please be sure to complete the form with as much detail and honesty as possible.

- To complete your child's health history form you will need the following information: two emergency contact names and their phone numbers (not the parents), prescription medication information, and your medical insurance card.
- This form must be updated each year, and last year's information will carry over where appropriate. Please review any existing information to ensure it is still valid.
- If your child requires an epi-pen, inhaler, vitamins or any non-prescription medications while at camp, you must click the option that 'Yes, my child is taking prescription medications' and list the name, dosage and frequency on the form displayed. Even if you have indicated the medication on another section of the form, they must still be entered on this page to enable our health center staff to check them in.
- Our health center is well stocked with over-the-counter medications and it is not necessary to send them to camp.
- Submit the form prior to May 1st, 2020.

PHYSICAL EXAMINATION

Each camper is required to have a current physical examination and list of current immunizations completed by their doctor in order to attend camp.

- The date the doctor examined your child must be shown and after June 1st, 2019 (last summer).
- We provide a pre-designed form you can take to the doctor, but if you already have a different form from a previous examination, we can accept it, as long as it is signed and dated by the doctor and contains the same basic information as ours (height, weight, blood pressure, etc.)
- Each camper in your family has their own individual form that contains a unique barcode. Please do not use the same form for multiple campers as it will create an issue when uploading.
- Please include a complete immunization record with your physical examination. If the physical examination form and immunization records are in one document, please upload them to your account under the "2020 Physical Examination Form". If they are in separate documents, please upload the immunizations to the specific form called "2020 Immunizations - Separate".
- If your insurance prohibits you from getting a physical examination completed by the May 1st deadline, or you have additional questions, please email us at office@international-sports.com.
- If you are unable to upload these documents into your account, feel free to fax to the number next to the barcode on the form or fax them directly to our office at (570) 620-1692. Alternatively, you can email or send them in the regular mail.
- Submit the form prior to May 1st, 2020.



RELEASE TO LEAVE

The Release to Leave form is only needed if you have someone other than the parents or legal guardian coming to check out your camper from ISTC. This includes family friends, grandparents, caretakers, and older siblings to name a few common examples.

- This optional form can be submitted at any time.
- Printed versions of this form will be available at check in.

REFUND POLICY

We have a fair and clear refund policy as detailed below. In order to be even-handed to all families that need to cancel each summer, there are no exceptions to this policy.

- Prior to April 1st, deposit less the \$150 non-refundable application fee per session enrolled is refundable with written notice of cancellation. After April 1st, deposits are non-refundable (this also applies to any applications received after April 1st).
- After April 1st, with written notice, camp fee, less \$300.00 (non-refundable application fee and session deposit) per session enrolled, will be returned to a camper who must withdraw up to 14 days prior to their camp session.
- There is no refund if cancellation is made within 14 days of their camp session. Cancellation of Saturday or Sunday checkout is non-refundable after May 1st. No refund will be made for a camper who withdraws at any time after arriving at camp. There is no reduction or refund of fees for late arrival or early departure.
- If a camper is a no-show for a registered session, no refund will be issued. Finally, we reserve the right to dismiss, without refund, any camper whose conduct is detrimental to the camp or to other campers.



CANCELLATIONS

Cancellations are an unfortunate reality for many families each season. To proceed with removing your session, please complete and send our cancellation form to our office.

- We are not able to process your cancellation and any refunds involved without written confirmation.
- Refunds follow our written policy shown on the top left of this page and are processed in the order received.
- Refund requests are traditionally processed within two weeks time, although can be upwards of three to four weeks during peak summer season.

PACKING LIST

Being a multi-sport summer camp, our program has our campers outside and playing all day. Clothing should be light, comfortable, and suited toward outdoor sports activity. We recommend labeling all belongings for easy return. All left and misplaced items are donated to charity at the end of each summer.

What to bring:

- | | |
|-------------------------------------|------------------------------------|
| Twin size bottom sheet (Single Bed) | Sweatshirt or light jacket |
| Sleeping bag or blanket | Rain coat |
| Pillow and pillow case | Multiple pairs of sneakers |
| Multiple towels (shower & swimming) | Sunscreen and bug spray |
| Toiletries and personal items | Battery operated fan for your bunk |
| Clothing for outdoor activity | Sleepwear |
| Bathing suits | Flipflops, sandals or slides |

- Please pack any medications separately as everything must be turned in to the Health Center during check-in. Medications include but are not limited to over-the-counter medications, prescriptions, supplements, vitamins, inhalers, and EpiPens.

What not to bring:

- Cell phones, video games or any internet enabled devices
- Jewelry or items with sentimental value
- Food, drinks or gum

Please do not bring anything valuable to camp. With close quarters, peer living, things can be misplaced or moved around; ISTC cannot be responsible for items that are lost, stolen, broken, or damaged.



LAUNDRY

If campers are staying for multiple weeks and need to do laundry, the counselors will assist them over the weekend. Washers and dryers are coin operated and cost \$2.00 per load.

- Quarters and detergent can be purchased using canteen account funds.

CAMP RULES & BEHAVIOR

Our ultimate goal is for everyone to have a safe and positive experience.

While we outline our full expectations in the Camper Contract, respect for oneself, other campers, staff, and the facility are most important. Sportsmanship and kindness are also integral to the ISTC experience.

Our staff will make every effort possible to provide a meaningful experience for your camper. If campers are repeatedly unable to live within the rules of camp, are adversely affecting other campers, or are a risk to himself, herself or the camp community, the Camp Director holds the right to dismiss a camper. Parents or legal guardians are then immediately responsible for picking up their camper from ISTC.

ISTC does not accept behaviors such as violence, possession of weapons, repeated profanity, disrespect, bigotry, bullying, sexual behavior, drug or alcohol use, or self-harming behaviors.

It is never our intention to remove a camper from the experience; however, that need may unfortunately arise. We hope you will discuss the positive expectations of camp with your child so that we, parents and camp directors, are in agreement leading to the summertime.



HOMESICKNESS

Missing home is normal and every camper may experience this feeling to some degree. If it begins to detract from the camp experience, our Resident Life team will reach out to you.

Creating a sense of familiarity and comfort around camp before arriving in the summertime can greatly reduce the impact of missing home. We offer camp tours in March and we highly recommend them for new campers who may be uncertain. Our website features a full virtual tour, which serves as a great resource as well.

We further recommend allowing your child to take ownership over the camp experience whenever possible; from having him or her be the one to tell other family members about camp, to involving your child when packing. Small things like these help your camper become acclimated with the idea of camp.

Practicing sleeping away from home at a friend's house can make a difference for both you and your child. Be sure that you are ready yourself for the week's independence and spread this confidence to your camper; it will instill the feeling that it is okay for them to be away and have fun without your immediate presence.

As each day passes, campers tend to feel better about being away from home and discover that they are capable of making it on their own, and that there are other adults aside from their parents who care.

COMMUNICATION

Camp is a cell phone free zone; a place where kids can disconnect and get back to being kids. As a one-week camp, our schedule is filled to brim with activities and we do not have time during the day for campers to receive or make calls.

With that being said, we know parents want to know about what their children are doing at camp, so we do our best to keep you up-to-date on all camp happenings. Our website features a photo gallery and we also offer a live camera shot from our waterfront. We post regularly on facebook, twitter, instagram and snapchat.

We also offer a bunk note service. You can write to your camper through CampStamps, which are digital messages that are delivered to your camper.

If you have certain concerns about your child, we recommend you speak with our Resident Life department. They can provide you with updates upon your request. Additionally, if there are any issues during camp, they will contact you directly.

Each member of our team is dedicated toward making the camp experience safe and memorable; if you have any questions or concerns, please feel free to discuss these with our office staff.



NEXT STEPS

Now that we've covered everything you need to know about preparing for camp, download our guide on the everything that happens while at camp.

From check-in to check-out, this comprehensive guide will give you all the details of your child's stay at ISTC.

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