



•SWIM & RECREATION CLUB•

Summer Camp Frequently Asked Questions

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Online Registration

1. I'm having trouble with logging in – Help?

If you're a Member:

- It's possible that the email you are trying to set up your online account with is not that email that we have on file for you. Please call the Front Desk to confirm your contact information, and we can send you a temporary username and password.
- Make sure that you are not trying to create a Guest account. You are already in our system, so creating a new account will cause the system to treat that new account as a Non-Member, and you will not get Member access. Please check your SPAM filter for info@samena.com or call the Front Desk to be sent your temporary username and password.

If you're not a Member:

- If you have done programs with us before, you should already be in our system. This may cause an error when creating a Guest account because the system will already recognize your email address. Please call the Front Desk to be sent your temporary username and password.
- If you are new to Samena and you are creating a new Guest account, check your email for your online credentials after entering your information. You should have received a temporary username and password to use to login. If you do not see an email after creating the Guest account, please check your SPAM filter for info@samena.com or call the Front Desk to be sent the temporary username and password.

2. I'm trying to enroll in a week of Camp, but it's telling me "none of the listed individuals are eligible for enrollment" – What do I do?

This error message means that the child has not been enrolled in the Registration Fee yet. Even if you are a Member, and the Registration Fee is \$0, you still have to click the Registration Fee camp because it is a prerequisite.

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Follow these steps:

- Go back to Step 1 “Select Camp”
- Click the teal icon on the left that says “Enroll Here” under Swim and Tennis Day Camp Registration, Kids Camp Registration, Vanapalooza Registration, or Junior Counselor Registration (depending on which camp in which you are enrolling your child), then “Accept & Enroll”
- Select the camper and click “Continue”
- Click “Add Another Camp”
- Click the “Select” button under the Camp in which your child is enrolling
- Click the teal icon that says “Select Weeks” under Swim and Tennis Day Camp Weeks
- This will then allow you to select the weeks of camp for your child – follow the enrollment process through to payment

3. How do I enroll more than one kid at the same time?

Once you have selected the weeks of camp you want for one child, additional campers can be added from the Enrollment Summary screen.

Follow these steps:

- Go through the process of enrollment all the way to Step 8 “Enrollment Summary” for one child
- At the bottom of the Enrollment Summary page, click “Add Another Camper”
- This will allow you to continue the process for another child and pay for both in one transaction

4. During enrollment, I got a message saying “The selected camper does not meet the age requirement of the camp,” but my child is definitely within the age range – How do I fix this?

The most common reason for this error message is when parents accidentally select themselves for the camp instead of selecting the child. Click “No” when this message comes up, select the camp again, and double check that the child is selected as the participant. If you are still getting this error, the child’s birthdate could be incorrect in the system. Please call the Front Desk at 425-746-1160 to update.

5. Our plans have changed and I need to cancel or switch a week of camp – How do I go about making this request?

Samena’s Camp policy allows you to ***switch weeks*** from a week of camp to another week of camp up until May 31, 2022; for example, moving from Camp MTV to Need for Speed. Cancellations can be made up until 2 weeks prior to the camp start date, with a credit being issued minus the \$50 non-refundable deposit. After 2 weeks prior to the camp start date, there will be no credits issued for cancellations. Please note: Swim & Tennis Day Camp: H2O Yeah week requires more notice; please send cancellation requests by July 18, 2022. To make change or cancellation requests, please send us your request in writing via email to frontd@samena.com.

6. If your questions have not been answered by this FAQ list, please call our Front Desk at 425-746-1160 and they can assist you.

Preschool Kid's Camp

1. My child won't be 3 years old until part way through the summer – Can they still enroll in this camp?

If the child turns 3 years old after the summer starts, they can attend any weeks of Preschool Kid's Camp that start after they have turned 3. Additionally, if a child has just turned 6 years old and feels more comfortable in a half-day program, they are still welcome to attend Preschool Kid's Camp instead of Swim & Tennis Day Camp.

2. My child isn't potty trained yet – Do you make any exceptions to that rule?

Children must be potty trained to attend the Preschool Kid's Camp.

3. What's the daily schedule?

The campers will arrive in the Preschool Room to project/crafts related to the week's theme with the counselors and free play time. They will go out to our playground for around 30 minutes and return inside for snack time (pack nut-free please). After snack, they will read stories & sing songs, then get ready for the pool. The last 30 minutes of each camp day will be in the Wading Pool.

4. How can preschool age children swim during camp if they don't know how to swim?

Our Wading Pool is only 1.5 - 2 feet deep, so kids can play in the pool without the water going above their heads. We provide toys for the campers to play with in the pool, and you are welcome to pack them goggles if you prefer. The counselors will be supervising, and it is always lifeguarded. Please note that swimming time for Preschool Kid's Camp does not include swim lessons.

5. How do the children get ready for swimming?

Please send your campers with their swimsuits underneath their clothing and bring a towel with you to pick-up. If you are staying for Lunch Bunch, please pack a towel or robe.

6. Do the kids swim in the Wading Pool even if it's rainy?

Don't worry, your children won't turn blue! Campers get to enjoy our heated and covered wading pool year round. Rain or shine, they'll get to splash outside!

If your questions have not been answered by this FAQ list, please contact Rebecca Luke, Preschool Coordinator, at rebeccal@samena.com.

Swim & Tennis Day Camp

1. How does drop-off work if my kid is on Samena's Swim Team or Water Polo team?

If the practice starts and ends during the camp day, counselors can pick the child up from Swim Team and bring them to the camp, but you **must** let the Children's Program Director (Jessica Robinson, jessicar@samena.com) know that this needs to be done before the camps starts.

2. How do the campers get placed into counselor groups & what is the staff to camper ratio? Can we make a request for kids to be placed together?

Campers will be put into counselor groups of 8-10 kids by age. You are welcome to make a request for kids to be placed together during the registration process by clicking "Friend Request" on the final Enrollment Summary page or by contacting the Program Director, Jessica Robinson, at jessicar@samena.com, before the camp starts. Please note that friend requests can only be honored if they are mutual and the children are the same age, but sometimes it's not possible.

3. What's the daily schedule?

Each morning, the daily schedule will be written on the whiteboard in the Hall (drop-off/pick-up room). Before camp starts, we are unable to breakdown the daily schedule for each individual child because it will depend on their counselor group as we have a rotating schedule of activities.

In general, the morning will include activities based on the theme of the week. In the afternoon, they will participate in group games in our backyard & playground with their counselor group and with the whole camp. The campers will also have free swim time in the Outdoor Pool for 45-min to 1 hour each day. Depending on the day, campers will have 30-min swim lessons and tennis lessons in the afternoon.

4. How do swim lessons work?

Campers will be evaluated the before the first lesson and placed into groups according to their level. Lessons take place in our heated Indoor Pool, free swim will be in our heated Outdoor Pool, and both always have a lifeguard on duty. If your child can't swim, don't worry. They will be placed with other beginners in the lessons and will wear lifejackets during free swim time.

5. Do we need to pack a lunch?

Please pack a nut-free lunch for your camper. We also have a morning snack time, where you can pack a snack or put money on Club Bucks (Samena's digital gift cards) for your child to use at our Concession Stand. Samena will provide a light afternoon snack.

6. Do we need to bring our own tennis racquets?

Yes – Please bring your own racquet, because while we have a few to lend out if someone forgets just for a day, we do not have enough to provide the whole camp. You can find used racquets online.

7. Do the campers ever go offsite?

Campers will sometimes go offsite close to Samena with the counselors (ex: Larson Lake trail, Evergreen Park). These destinations are only a few blocks from Samena and are accessible through safe sidewalks. Each camper will receive a Camp Samena shirt which we ask that they wear that day.

If your questions have not been answered by this FAQ list, please contact Jessica Robinson, Program Director, at jessicar@samena.com.

Vanapalooza

1. Can Vanapalooza campers go to Extended Care?

Yes – Although the brochure doesn't specify pricing for Extended Care, Vanapalooza campers can attend (as early at 7:00am and stay as late as 6:15pm). You can select this option during registration.

2. We're Members – Can my child just stay after camp ends?

If you are Members, your child is at least 10 years old, and they have passed the swim test, they may stay after camp to swim at Samena without a parent. Please make sure they understand the Club rules and know when/where to meet you for pick-up.

3. What if we have to be late – Can my child still come to camp that day?

Vanapalooza will usually be on their way to their off-site adventures by 9:30am, so coming late can be difficult. Please let the counselors know ahead of time if possible, and most often, this will mean driving your camper to meet the rest of the group at their destination (schedule will be sent on the first day).

4. Is my camper allowed to bring cell phones or electronics?

While campers are allowed to bring their cell phones in case of emergency, we ask that you speak with them about limiting usage or keeping in their bag while they're at camp.

If your questions have not been answered by this FAQ list, please contact Jessica Robinson, Program Director, at jessicar@samena.com.

Junior Counselors

1. If we only sign up for a couple weeks and end up wanting to come to more, can we add later?

Yes – The Junior Counselor Fee covers the entire summer, so you are welcome to add more weeks later. You can add weeks through our online registration portal or let the Front Desk know, but please tell us when your child will be coming as a Junior Counselor so we can plan for their attendance.

2. How does my child get credit for school volunteer hours for this program?

After your child has completed their time as a Junior Counselor, Jessica Robinson, our Program Director, can sign off on their school's paperwork based on their registration history.

If your questions have not been answered by this FAQ list, please contact Jessica Robinson, Program Director, at jessicar@samena.com.

Junior Lifeguards

1. My child is okay at swimming, but I'm not sure about the prerequisites – Can they still attend?

Any Junior Lifeguard camper must be able to swim 100 yards of crawl stroke and tread water for 60 seconds in order to attend the camp.

2. What should we bring each day?

Please bring a swimsuit, towel, & goggles in addition to packing a lunch, snack, & water bottle each day.

If your questions have not been answered by this FAQ list, please contact Mark Feeney, Aquatics Director, at markf@samena.com.