



TRACKS Youth Program Trent Aboriginal Cultural Knowledge and Science

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Discipline Policy

In order for our camps to be fun for everyone, there are certain rules that need to be in place regarding health, safety and the respect of all other campers and staff. At the beginning of every camp week, TRACKS staff will guide campers through a “Respect Agreement” activity to lay the baseline of a respectful camp experience.

TRACKS reserves the right to remove campers immediately from all further camp activities if they display behaviour that threatens the well-being of campers & staff (i.e. violence, verbal or physical abuse or refusal to follow safety instructions)

Payment/Refund Policy

We hope that nothing prevents your camper from joining us at TRACKS camp! However, we do recognize that things come up and want to be flexible and understanding in our approach to cancellations. At the same time, it is unfortunate that we often have to turn campers away from a full camp and last-minute cancellations open up a space that could have been filled by an eager camper. To address this, the following policy is in place.

In order to reserve your camper’s spot, registration forms and payment must be received (along with any subsidy forms, if applicable) **at least two weeks before a camp week (i.e. March Break or Summer) or one week before a camp day (i.e. PA Day)**. If registration forms and payment have not been received, TRACKS reserves the right to give your camper’s spot away to anyone on the waitlist.

If you realize that your camper cannot make it to camp, please let us know at least a week before camp. We will issue a full refund or return any cheques or money that have not yet been deposited. For any cancellations occurring with less than a week’s notice, we cannot guarantee a refund. TRACKS reserves the right to make exceptions for unforeseen circumstances and will examine each situation on a case-by-case basis.

If you or your camper voluntarily decide to miss a day of camp or do not wish to finish the week with us, TRACKS will not issue refunds. If camp is not meeting your expectations or if there are any issues with other campers or staff, TRACKS will do whatever possible to resolve these issues. We encourage open dialogue and ask parents and campers to please approach us with any issue before it becomes a problem worthy of missing camp.

Parent/Guardian Feedback Policy

TRACKS Youth Program is very proud to provide financially accessible programming that is free or subsidized. As a non-profit program with fixed-term funding from various foundations and granting programs, we rely on feedback and testimonials from parents/guardians as well as campers to continue to run free and subsidized programs.

By signing your camper up for TRACKS camp, and in lieu of full-priced programs, you agree to complete two short feedback forms regarding our camp offerings. We will provide one feedback form prior to camp (Pre-camp Registration Feedback) and one feedback form after camp (Post-camp Experience Feedback).

Authorized Pick-up Policy

In your camper’s registration package, please ensure to include the names of all individuals who are authorized to pick them up from camp. During pick-up on each day, we require that the individual picking up your camper presents **valid photo ID**. This photo ID must match the authorized names you have indicated on your camper’s registration form. Please contact us by phone or email if any of these names need to be updated.