

Registration Questions

Q: I have already attended a camp in the past. Do I need to fill out a new form?

A: Not unless you have any changes you would like to make. We keep forms on file for at least 3 years at the office.

Q: I'd like to register for Summer Camp with a credit card, but I do not have or want a PAYPAL account. What do I do?

A: It is not necessary to have a PAYPAL account in order to pay online. There will be an alternate area where you enter in your credit card information.

Q: I paid online, but did not give you much information about my child or myself. Did I miss something?

A: Yes, if you are new to MBC. You will get an e-mail with a link to the form, or contact us if you need help. CITs and JCs need to fill out a slightly different form than campers.

Q: Will I get a confirmation when your office has received my registration form?

A: Yes, we send you a confirmation e-mail or phone call ASAP, but for sure within a week of your registration. IMPORTANT: Contact our office if you do not hear from us.

Q. Do the morning and afternoon extended care have to be reserved in advance, or can I add that later if I find out that I need it?

A: Signing up early guarantees a space, as we sometimes fill in advance. That being said, if space is available, absolutely. To register, you may call our office and sign up with a credit card, or send in a check to our office (write in note section who and what the check is for). Once camp begins, if there is still space, we offer last minute "Drop-In" for a.m. and p.m. Fees are higher for this service and due on day of service. All that information will be in the parent handbook sent in early June.

Please note our Transfer of Extended Care Policy: Extended care days can be changed once for no fee; \$10 fee for subsequent changes.

Q. I am registering with friends and want to make sure that they will be in the same group. What do I do?

A: That's great. We welcome friends coming together to camp. For campers, ages 4.5-10, groups meet in the morning together, at our Meadows Site in Tilden Park, and then split off into smaller groups during the day. For campers, ages 3-4, that group meets at the Shepherd of the Hills, near Tilden. If you are parent of a new camper, when you fill out your form, please make a note in the special needs section, "Friends with _____". If you are parent of a return camper, please write or call the office. Our staff meets weekly and they review details like these.

Q: Do you offer single day registration?

A: No, with the exception of late August dates- at Meadows site in Tilden Park, for the 4.5-10 year old sites, as well as trained youth leaders. We started offering this option since many schools start mid-week.

Q: I have an 8 year old and a 6 year old. Is it possible that they can participate in the same group when separated for activities?

A: Yes, this may be possible. All campers are together on the Meadows field for morning free time, lunch, post lunch free time, and closing gathering, so there are times when they are

together. Also, if they stay into extended care, they will be together for the 3:45-6:00 time period. That said, if you would like them to be together other times, write a note to us with that info.

Q: My child is turning 4.5 in September and we need care outside of the August time you have camps for ages 3-4 year olds. Can s/he attend the 4.5-6 year old group?

A: We are fairly firm about the age, but check in with us if you believe your child is ready. We usually say that they should have been in a program that runs a full day (ours is from 8:30-3:30), like a lot of action, and really enjoy the outdoors.

Q. I would like to order a T-shirt and a sweatshirt. How do I do that?

A: We will have T-shirts and sweatshirts on sale on site regularly during the summer, e.g. we sell T-shirts during tie dye days. Bring cash, checks, or credit cards with you to camp, so you can purchase when they are on sale.

Q: I saw your 3-4 year old program is at a different location than the other camps. Is it far away?

A: No, it is very close. Meadows Site in Tilden Park, where our camps for ages 4.5-10 are located, is just a couple minute drive from the Shepherd of the Hills Lutheran Hall, 401 Grizzly Peak Blvd at Wildcat Canyon Road.

Q: Does my 3 or 4 year old need to be potty trained for the Pre-K program?

A: Yes, being potty trained is required. We will ask all parents to send their children with an extra set of clothes in their backpack, in case of accidents.

Q: Will my 3 or 4 year old child be able to take a nap at the Pre-K program?

A: We will have a rest period in a nice cozy area on the rug in the room. Please bring a sleeping bag, or sheet and any other cuddlies. We realize some children may fall asleep, even though the surroundings might not be so familiar for nap time. Please let us know how long you would want your child to nap if so, as we realize some children do not fall asleep at night if they nap too long. There will be information in the site parent handbook.

Payment Questions

Q. I cannot pay in full right away, but there does not seem a way to pay less than the full amount on the website.

A. Please fill out a payment plan form for this option. We are happy to help with spreading out payments.

Q: I am paying with a check and will send in deposit. Does it apply to the balance?

A: Yes. Your camp balance, due on June 1st, will be the grand total minus your deposit. You may also pay for camp in full when you register.

Q: Do you accept credit cards?

A: Yes.

Q: Can I set up a payment plan for Summer Camp fees?

A: Yes. Find forms [here](#). Call office if you need help.

Q: Do you have a sibling discount or a multiple week discount?

A: Please check back regularly for details on specials we are currently offering!

Q: Do you offer financial aid for your summer program? If so, how can I apply?

A: Yes, click [here](#) for a form. We offer varying degrees of aid, so please check out the form, as maybe camp will be possible for you.

We also offer a work exchange program, where we give away at least 5 weeks of camp for free in exchange for help you provide. In order to participate, you must have free time to do the jobs. Please **[download this form if you are interested in Work Exchange](#)** - it will guide you through the steps.

Cancellation Policy

Q: What is your cancellation policy?

A: If you cancel by June 1st, you will receive an 80% refund. If you cancel 14 days in advance of your child's registered enrollment date AND we can find a replacement for your child's registration, you will receive an 80% refund. NO OTHER REFUNDS. See transfer of session's policy as alternate. For 3 day or longer absences due to illness, please submit a written request with a doctor's note to transfer to another MBC program within a month after camp ends.

Q: Can I transfer my child who is currently enrolled to another session or site?

A: Upon availability, deposits and payments may be transferred to another summer session up until one-week before the start of a program. A \$10 processing fee will apply.

General Program Questions

Q: What is the daily schedule of Summer Camp?

A: The daily schedules are posted:

Papayas (ages 3-4): [here](#)

Bananas(ages 4.5-6): [here](#)

Mango Coconuts (ages 7-10): [here](#)

The schedule will also be included in the parent packet sent to all families in early June. Please call us if you would like more information. (510) 540-6025 The Directors are happy to talk with parents.

Q: What is the group size?

A: For the Papaya Group (ages 3-4), between 21-28 campers; for the Banana Group (ages 4.5-6), between 16-24 campers; for the Mango Coconut Group (ages 7-10), about 20 campers. At times, the Mangos may be with the Banana group, it will depend on the day's activities.

Q: What is the counselor: child ratio?

A: 1:7 for the Papaya Group (ages 3-4); 1:8 for the Banana Group (ages 4.5-6); 1:10 for Mango Coconut Group (ages 7-10); Youth leaders, about 1 for every 7 campers, help support the counseling team.

Q: Will you split up the group into different age groups?

A: For most of the summer there is one site at Tilden Park for the 4.5 -10 year olds, who share the same space in the early morning, during free play and lunch, and separate into age groups for most activities. These groups also combine for extended care from 3:30-6:00p.m. For the last

part of the summer, in August, there will be another site just outside Tilden Park, for 3-4 year olds, a short drive away.

Q: What if my child is an older 6 year old and all his friends are 7?

A: We realize that some kids are in grades with older children, or vice versa, so it usually works out fine to register your child for the group of your choice. Go ahead and do so, and write us an e-mail or note on the registration form. You can also contact us before hand if you have any questions.

Q: What if my child does not want to do an activity?

A: The wonderful thing about our camp is that there are usually 2-3 options to choose from, so that kids can find what they like. On the occasions when there is an activity that all the kids participate in and your child really does not want to or cannot join, reading, drawing, or playing with legos are examples of options.

Q: I am thinking of registering my child for a month of camp? Will she be doing the exact same things? Is this wise?

A: That is wonderful that you want to come for a month. We have found that kids who stay longer really enjoy it, as they know the routine and staff, yet still have new challenges and experiences. We have some of the same theme weeks with the same projects, but they are spread out over the course of the summer, so within a one month period, there would not be a repetition of the same project. Some favorites, like swimming, carnivals, water balloon tosses, treasure hunts and field games are repeated, but who wouldn't want to do those twice!

Q: How well does your program serve an active boy?

A: We pride ourselves on serving the needs of all types of children. Our programming, occurring entirely outdoors, provides a rich environment for an active child. The daily schedule includes time for group field games and traditional sports like soccer, kickball, and softball. We hire staff, both male and female, to organize and direct these games in a fun and loving manner. We also hike and go swimming once a week. Many boys enjoy our camp immensely. Some have said that they prefer it to traditional sports camps, as they have time for other activities.

Q: What are your rainy day plans?

A: We have 2 indoor sites where we can meet in the event of ongoing rain. If there are any changes to the drop-off location, we will contact parents as soon as possible, and leave an update on our outgoing voice message.

Q: At Tilden Park, do you spend anytime indoors?

We occasionally visit the Environmental Education Center.

Q: Do you provide snacks? If so, what do they consist of?

We serve snack for the extended care campers (those who stay after 3:30pm). We serve fruit and crackers, 90% of which is organic. For example, we love to serve melons during the summer, bought from Full Belly Farm. We ask parents to send an extra snack in case their child gets hungry during the day, since they are more active than at school. We also have occasional morning tea and cooking projects (e.g. during Japan Day, we make sushi, during Mexico Day, we make guacamole and serve with chips. Again, our commitment is to serve organically grown in our cooking projects as well.)

Q: I have a 3 year old and a 10 year old. We will be registering in Berkeley. I will be unable to pick up one camper on time. How do you deal with this?

A: The sites are a two minute drive apart on most days. We give you a 10 minute late leeway because of this factor, but please kindly let the on site staff know why you are late or even let them know in the morning at drop-off, so they can keep that in mind at pick-up time.

Q: Do you leave your sites in the parks at any time?

A: Yes. For example, we walk to different areas for picnic lunches, to play in creeks, to go on candy treasure hunts, to hike, to visit the Environmental Education Center and the Merry Go Round, etc. During these times, as always at Monkey Business Camp, there is excellent supervision. *We do not travel away from the site by vehicles.* A note will be left at the site if all staff and campers are away.

Swim Day Questions:

Q: Do all of the groups swim at Lake Anza?

A: All, except the Papaya group (ages 3-4).

Q: Does my child need to know how to swim to participate in the swim days?

A: No. In Tilden Park, at Lake Anza, children can wade and play in the sand (we bring sand toys), so they do not need to know how to swim.

Q: My child is not a very good swimmer. What is your swimming protocol?

A: We take the safety of all of our campers very seriously, particularly in the swimming areas. To that end, we have come up with a strict protocol which we cover in our Counselor training. Children are not allowed in the water above shoulder-level. A Counselor is required to swim with the campers and we increase that number to 2 if there are over 6 campers in the water. Finally, we assign another Counselor to play on the shore or the grass with campers who do not want to swim. This is all in addition to a full aquatic lifeguard staff at Lake Anza.

Safety Questions

Q: How do I know that my child will be safe?

A: Safety is number one for all of us at Monkey Business Camp. If the kids are not safe, then none of us can really enjoy ourselves. We are proud to say that in 8 years of camp, our safety record is excellent. We provide a thorough training for our staff, and all of our Counselors are CPR certified. At least one staff person on site is always First Aid certified.

Q: Do you have parent references?

A: Yes we do. Please contact our office to access this information. There are also quotes from parents available on our website [here](#).

Q: Who will staff the Summer Camp? How do you screen your staff?

A: We have 2 Directors who stay from morning until 4p.m., and a P.M. Director who stays for the extended care program. They are joined by 3 other counselors to round out the team. Our search for a qualified, fun, diverse, caring, safety-conscious team is very rigorous. It includes a phone interview, individual interview, a multiple employer reference check, and 3 days of training. Check out staff [here](#).

Q: Do you train your Counselors?

A: Yes, Counselors participate in 3 days of training and have team meetings once/week during

the summer. Site leaders have an additional day of training. We cover important safety information, share games, bring in guest speakers, and act out scenarios to train our staff to effectively trouble-shoot any conflict that arises. Team communication is also an important topic. The training also serves as a vehicle for knowing the philosophies and procedures that make Monkey Business Camp special.