

PSP Recreation Summer Camp FAQ

Q: Do I have to pay for all camps at the time of registration?

Yes, all payments must be made in full at the time of registration. We do recognize that there may be times when finances are tight. For military families only, if you are unable to pay the full amount at registration, please contact 250-363-1009 or email recreationcpac@forces.gc.ca regarding payment plan options. Please note that registrations that are unpaid are not guaranteed.

Q: Can I register only for certain days or part time weeks?

No, registration is only available for the full week of camp.

Q: What happens if the camp I would like to register my child for is full?

We do offer a waitlist for full camps, and we may be able to help you find another suitable camp. Please contact 250-363-1009 for assistance.

Q: Can I email in my registration information and have someone complete the registration for me?

No, you will need to complete registration either online via the public portal, by phone or in person.

Q: I am having trouble with online registration – can you help?

Of course! Please call 250-363-1009 for assistance with your online registration profile or anything to do with the online registration process.

Q: My child requires extra support in school or has a medical condition or is neurodivergent. Can they attend camp and get support?

Yes, we offer inclusion support for kids with a variety of needs. Please call 250-363-1009 or email recreationcpac@forces.gc.ca for more information or refer to our inclusion statement on our website for more information.

Q: My child will be 9 in July but is turning 10 in October. All their friends will be in a camp for 10-12 year olds, can they also attend?

Yes, children must be the **minimum** age for a camp by the end of calendar year. Any other age exemptions need to be approved in advance.

Q: What information do you need from me when registering?

You will need to provide **you and your child's** name, phone number, email address and birthdate to create a profile in our registration system. After registering, you will be asked to fill out a participant information form and liability waiver for camps. You only have to fill these forms out once for the whole summer.

Q: What is your cancellation and refund policy?

Our cancellation and refund policy are listed on our website, in the activity guide and on the registration website.

10 or more business days notice – full refund

Less than 10 business days notice – no refund

Q: What kinds of activities do they do at camp?

Camp descriptions are available online and in the activity guide to give a very general idea the camp theme and activities. Specific schedules will be sent out the week prior to the start date of camp. Typically, all camps will go on out trips to parks and playgrounds, swimming, and participate in a full all camp activity on Fridays.

Q: What does my child need to bring to camp with them?

Weather appropriate clothing

Hat

Sunscreen

Lunch and snacks (nut free)

Water bottle

Extra set of clothes

Swim gear and towel on swimming days

Backpack to carry everything in

Q: How will kids be getting to out-trip locations?

We will do a combination of walking, taking the city bus and using CFB Esquimalt base transport. Kids are always in supervised travel groups, and we adjust our walking distances based on weather conditions.

Q: What are the camp hours?

Camp days are 7:00am-5:00pm (CPAC and YAC) or 4:30pm (CPO's). Please indicate your window of drop off and pick up when registering. The majority of our structured programming will happen between 9:00am-4:00pm with more free play and quiet activities happening for the before and after windows of time. If you require a late drop off (after 9am) or an early pick up (before 4pm), we ask that you communicate with camp staff as the groups may be off site.

Q: What are your swimming rules?

Children are only allowed to swim at indoor pool facilities. When we go to the lake or ocean, kids are not allowed in the water past their ankles.

At the pool:

Ages 4-7 will be in swim groups with one leader and must remain within arms reach of the leader. If they want to go into the deep end, they require a lifejacket, a leader and a buddy.

Ages 8+ will be able to take the swim test. If they pass, they can go anywhere in the pool by themselves. If they do not pass, they can go anywhere in the pool but require a life jacket in the deep end.