

Welcome to Mansfield's Holiday Hill!

Phone: 860-423-1375

Office Email: info@holidayrecreation.com

Director's Email: Hunter@holidayrecreation.com

We are excited to welcome your family to camp. This handbook highlights our most important policies and procedures in clear, simple language. Please read it carefully and keep it for reference throughout the summer. If you ever have questions or concerns, do not hesitate to contact the Camp Office.

MOST IMPORTANT INFORMATION (PLEASE READ FIRST)

Camp Hours

- **Regular Camp:** Monday–Friday, 9:00 a.m.–4:00 p.m.
- **Extended Camp Care:** 8:00–9:00 a.m. and 4:00–5:00 p.m. (\$10.00 per morning or afternoon)

Daily Arrival & Pick-Up

- **Regular Arrival:** Please drop off your child at camp between 8:50am - 9:00am
- **Late Arrival:** Check in at the Camp Office.
- **Early Pick-Up:** Submit an email request in advance. Phone changes must be made by **3:00 p.m.**
- **End-of-Day Pick-Up:** Please do not leave your vehicle during pick-up, we will have designated counselors bring your child to you. Caregivers must sign campers out with the designated counselor. Please have photo identification ready.
- **Release to Others:** Campers will only be released to individuals on the Authorized Grown-ups form.

Absences

- Please call the camp or email info@holidayrecreation.com if your child will be absent.
- We will contact you if an absence is unexplained.

Health, Safety & Medical Care

- A **registered nurse** or **director of first aid** is on duty during the camp day.

- Caregivers are responsible for transportation home or to a doctor if a child becomes ill or injured (except emergencies).
- Caregivers are responsible for **all medical, dental, and prescription costs** outside camp.
- Health insurance information must be listed on the Health History Form.

Emergency & Important Communication

- Our phones are monitored from **7:30am - 5:30pm**.
 - Best times to call: **9:00 a.m.–5:00 p.m.**
 - For urgent matters, call anytime.
 - Please be patient during busy camp hours—we will return calls as quickly as possible.
-

REGISTRATION, PAYMENTS & REFUNDS

Registration & Payments

- Pay in full or submit a **\$150 per week deposit**.
- Full tuition is due by **June 1**.
- Registrations may be canceled and deposits forfeited if payment is not received by June 1 (unless other arrangements are made).

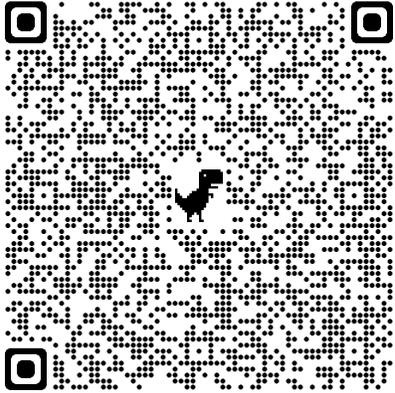
Payment Plans

- Register by **January 31**: Payments due March 1, April 1, May 1
- Register by **March 31**: Payments due May 1 and June 1
- Call the Camp Office to arrange alternate plans.

Cancellations & Refunds

- Switching weeks or sessions is free if the total number of weeks stays the same.
 - **Before May 1**: Full refund minus a \$150 per week nonrefundable deposit
 - **After May 1**: No refund; tuition credit will be offered
 - No refunds for missed days due to illness, injury, or vacation.
 - Absences of **3+ consecutive days** due to illness/injury may be made up later with a doctor's note and director approval.
-

FORMS AND DOCUMENTS



- All forms must be submitted via [CampInTouch](#) prior to your camper(s) arriving at camp
 - If any required forms are missing prior to arrival, your child may not be permitted to attend camp until all documentation is complete.
 - If you have any questions about forms, please contact hunter@holidayrecreation.com
-

TRANSPORTATION

- All campers must have a completed Day Travel Form on file.
 - A confirmation call is made before each session if utilizing bus transportation.
 - Campers must remain seated on the bus.
 - Campers who do not follow safety rules may lose transportation privileges.
 - All transportation changes must be approved by the Directors.
-

WHAT TO BRING (AND NOT BRING)

Clothing & Gear

- Comfortable clothes for active outdoor play
- Bathing suit and towel
- Water Bottle
- Raincoat
- Hats encouraged

- Label all items with your child's name

Sun Protection

- Apply sunscreen before camp
- Send sunscreen to camp for reapplication

Personal Property

- Please leave valuables at home
 - Not allowed: electronics, phones, gaming devices, expensive jewelry, weapons, drugs, or alcohol
 - Pets are not allowed without director approval
-

FOOD, LUNCH & CAMP STORE

Lunch & Snacks

- Campers may bring lunch or enroll in the Lunch Program
- Lunches are refrigerated
- Morning snacks should be separate from lunch
- Afternoon snacks may be packed
- Camp provides water to re-fill containers

Camp Store

- Open multiple times throughout the day
 - Sells snacks, drinks, apparel, toys, and small items
 - Gift cards available for parent-controlled spending
 - Healthy snacks in the morning; candy and ice cream only after lunch
 - Parents may contact the camp to limit store purchases
-

VISITATION & SPECIAL PROGRAMS

Visitation

- Parents are welcome anytime (check in at the office)

- Visitors must be accompanied by an adult

Overnight & Evening Programs

- **Overnight Program (Grades 4+):** Friday night; pick-up Saturday at 9:00 a.m.
 - **Up-to-Night Program (Grades 1–3):** Thursday evening; pick-up at 8:00 p.m.
 - Permission slips and fees required
-

STAFF, GIFTS & COMMUNICATION BOUNDARIES

Gratuities

- Staff may not accept tips or expensive gifts
- Small tokens are welcome
- Monetary gifts should be directed to the office for staff benefit funds

Communication Outside of Camp

- Staff and campers should not communicate outside of camp without parent and office approval
 - Parents should not contact staff members on their personal phones regarding any camp matter
 - Parents are encouraged to monitor any post-camp communication
 - Contact the camp with any concerns
-

TECHNOLOGY & CELL PHONE POLICY

- **Cell phones are not to be used during the camp day** by campers.
- Staff are permitted the use of cell phones for paperless attendance and emergency use
- Phones may be used on buses for music or games only.
- If you need to reach your child, call the Camp Office—we will deliver messages.

Why This Matters

- Camp is about focus, trust, independence, and relationships.
- Phones distract from activities and friendships and can create safety issues.
- Learning to trust counselors and problem-solve builds confidence and resilience.

We promise to contact you if your child is struggling. Please support this process by encouraging your child to talk to counselors, directors, or the nurse while at camp.

Thank you for trusting us with your child. We are honored to be part of their summer!