



FREQUENTLY ASKED QUESTIONS

Tell me about your camp. // What does a day at CMO P Camp look like?

Our camp program is designed for ages 5-8 and is filled with a variety of activities to engage campers' minds through play, having fun, and creating friendships. Classroom time consists of craft projects, group games, story time and lunch while other portions of each day are spent exploring the museum and playing in the exhibits.

My camper is almost 5 years-old / just turned 9 years-old; are they able to attend?

Our age policy includes a one-month grace period to allow campers that are at the cusp of turning 5 and for those having just turned 9, the opportunity to enjoy our program. For example, if your child has a birthday during August, they are eligible for any of our July camp weeks, but not June. Occasionally, there are exceptions made for 9-year-olds attending camp with a younger sibling(s); reach out to the camp coordinator to discuss this possibility. Please note that Children's Museum of Phoenix staff reserves the right to confirm date of birth for any camper within the program.

How long is the camp day?

Our camp program runs Monday through Friday, 9:00 AM to 4:00 PM with options for extended care (all pricing and registration can be found on the [Camps webpage](#)). Our extended care add-on option includes morning and afternoon time; drop off as early as 8:00 AM and pick up as late as 5:30 PM. Fall and Winter camps all offer single day registrations and extended care options. Spring and Summer camps offer weeklong registration ONLY.

How will you supervise my child in a public museum?

On the first day of camp, your camper will receive a camp shirt which they are **required** to wear every day; this will help camp staff identify campers as they move about the building. Camp counselors will review rules daily, organize campers into groups and remind them of the importance of staying with our groups, before starting the day. Floor staff (Playologists) are also aware of the safety protocols and redirect when campers wander from their group.

Can I visit my child at camp?

To help ensure that all campers have an engaging camp experience, we ask that parents please do not visit their child during the camp day. Visits during the day may interrupt the interactive environment and can sometimes upset campers whose parents are not able to visit them throughout the day. Interactions that occur while parents / guardians are playing in the Museum with another child are acceptable.

Do you provide any food at camp?

Campers are required to bring their own packed lunch from home. Our camp staff provides afternoon story-time snack. We do our best to have a variety of snacks to cover all dietary options (options range from fruit snacks, animal crackers, small fruit, goldfish, go-gurt, granola bars, etc.). Should a camper have restrictions or strong food preferences, they are welcome to bring snacks that fit their needs.

For additional questions, comments, or concerns, please don't hesitate to contact our Camp Staff by email (camps@childmusephx.org) or phone (602.253.0501 ext. 2).

What if my camper forgot their lunch?

Delish café has several options for sandwiches, various snacks, and drinks. If they are open during your drop-off, you're welcome to purchase items for your camper to have lunch. You may also leave to get food; if you come back with lunch, please drop off at the registration table (if drop off entrance is open) OR at the front desk with your camper's name.

Does your camp have any policies / protocols to prepare for children with allergies?

The Camp Coordinator and summer camp staff receive *Anaphylaxis and Epinephrine Auto-Injector Training* as a safety precaution for severe allergy reactions. It's vital that parents include allergy / severity information in the camper information packets to allow camp staff to avoid the need for epi-pens. The Children's Museum of Phoenix does not prohibit common allergen foods but actively checks lunch tables prior to eating; campers are very good about not sharing food with one another. If you wish to send your camper to camp with an epi-pen, please request and complete the epi-pen waiver upon drop-off.

What other things do my camper(s) need to bring to camp?

DO BRING: a packed lunch, a refillable water bottle, a backpack/bag that has extra change of clothes for any accidents, wear close-toed shoes, and bring your positive attitude!

DON'T BRING: iPods, iPads, cameras or other electronic devices (unless medically required), expensive toys, or expensive jewelry. Camp staff and Children's Museum of Phoenix staff are not responsible for any personal items that are missing or broken.

****During summer camp programs, it is acceptable for campers to bring instruments, props, or costumes for talent show performances. This must be confirmed / approved with camp staff prior to the talent show****

Tell me about the Talent Show and Closing Ceremony. What are those?

The beloved talent shows and closing ceremony events are specific to summer camp experiences. These events take time to prepare for; we do not host them during non-summer seasons to maximize camper playtime while visiting at camp. If you are enrolled in our summer camp program, please read through the information emails that indicate when talent shows and closing ceremonies take place, or how you can be an audience member for them.

Will you require masks during camp?

No, the Children's Museum of Phoenix will not require campers or camp staff to wear masks while attending camps; masks will be optional unless otherwise notified. Please keep in mind that we do our best to uphold the health safety and care of all campers, Museum guests and staff. If you or your child are not feeling well, we will ask that you keep your child(ren) at home until they are better; failing to do so puts many others at risk.

Will you have any other virus-related safety precautions or guidelines?

The Children's Museum of Phoenix prides itself on the cleanliness and upkeep of our beautiful building. We thoroughly clean our classroom tables and chairs, shared camp supplies, and the Playologists regularly clean throughout the day with industry-approved surface disinfectant. Campers also have access to many bathroom breaks, handwashing breaks and hand sanitizer stations in the camp room and throughout the Museum. For additional information on Museum health and safety, please visit our webpage: [Health, Safety and Accessibility](#).

I read that your camp is distinguished as an inclusive camp. What does that mean?

The Children's Museum of Phoenix continuously strives to become a more inclusive environment for our campers, their caregivers, and staff. We believe that our understanding and practice of inclusion is something that continues to evolve within our camp community. We define *inclusion* as the process of improving the conditions for individuals and groups participating in our program; providing those with any disadvantage, the access, opportunity, and resources needed to show up authentically. This model of inclusive practice allows us to support campers across a wide range of life experiences, ensuring a standard of living that all members of our camp community deserve. We invite caregivers to support us in this mission.

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What happens if I register my child and need to request a refund?

If you must withdraw your registration from our camp program, our refund policy indicates the time frames, and the corresponding percentages refunded. Given the time of refund notice, the camp coordinator will receive your request and process a refund according to the policy. Please refer to the [Camp Refund Policy](#).

I have an active membership, but I do not see the membership discount during registration. Why not?

When registering for camp, be sure to log into your membership account with the same email connected to your Museum membership. After you add items into your cart, the discount does not apply right away but will be applied during check out (right before confirming payment). If you experience membership account issues, please reach out to our Membership Success Coordinator for assistance.

The camper information packet asks for my child's preferred pronoun. Why is that?

This is one of our practices to help foster an inclusive environment for ALL campers. In the event that a camper has a preferred pronoun, and that camper's parent / guardian feels comfortable disclosing it to us, our job as camp staff is to respect that information and with permission, use their preferred pronoun during camp. We do not expect other campers to fully understand what it means to use preferred pronouns, so it is not our place to educate children on this topic. For this reason, fellow campers are not required, informed, or encouraged to participate in this practice; this is solely for camp staff, that specific camper and their parents / guardians to be aware of.

I read that you have scholarships available for your camp program. How can I apply?

Thanks to our Every Child Program and other generous donors, the Children's Museum of Phoenix offers a scholarship application packet for families to access from the Camps webpage. Each camp season has a limited number of spots available and scholarship awards are queued on a first-come first-served basis. Please note that it is up to parents / guardians to thoroughly understand requirements, submit all necessary pieces for a completed packet, and that incomplete packets may lose their place within the queue.

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