



FREQUENTLY ASKED QUESTIONS

ONCE I REGISTER, CAN I MAKE CHANGES?

Yes! As long as the new week requested is not full. Just send an email request to tx.frisco@pumpitupparty.com with at least a full 7 day notice with your child's name, the facility location, currently enrolled week and new requested week. There is a \$5 change fee that applies for all changes. You will receive a confirmation back within 48 business hours as long as there is room available in the week requested.

CAN I GET A REFUND IF I CHANGE MY MIND?

Yes. No. Well maybe. If you contact us a full 7 days before your camp starts we can issue you a refund of camp fees minus a 10% cancellation fee. Registration fees are non-refundable. If you notify us 2 - 6 days before camp there will be a 50% cancellation fee per week cancelled. If you notify us the day before or later there are no refunds, sorry.

WHAT IF MY CHILD IS SICK OR CANNOT ATTEND ONE OR MORE DAYS OF CAMP-CAN I RESCHEDULE?

Sorry, no. There are no make-up days allowed as supplies, snacks and staffing has already been purchased and scheduled in advance based on registrations.

CAN I PRO-RATE AND ONLY GO ONE OR TWO DAYS?

Usually no, but this does depend on availability. We cannot take partial registrations ahead of time for summer camp, however you can contact us the Monday prior to camp starting to see if we have extra spots to pro-rate. If we do, it is \$55 per day, plus any applicable registration fees. We do not pro-rate the registration fee. However, the \$55 per day rate is always available for our holiday camps!

WHEN DO I HAVE TO REGISTER BY?

By Noon on the Monday of the current camp week. All registrations received after 12 pm may not be processed in time. Registrations received after 12 pm Monday will have an additional \$5 per child rush fee due to project prep and supply stocking.

CAN I WALK IN AND REGISTER ON THE FIRST DAY OF CAMP?

Sure, as long as we have availability. Walk in rates have a \$5 rush processing fee per child (see above).

WHAT DO YOU SERVE FOR LUNCH AND SNACKS?

We serve cheese pizza on Tuesdays/Thursdays and chicken nuggets on Wednesdays. Drinks are lemonade, punch and water. Snacks are goldfish and pretzels. Lunch/snacks may change with or without notice due to vendor availability.

IF THE SPECIAL VISITOR DOES NOT SHOW UP DO I GET SOME MONEY BACK?

Although our goal is for this to never happen, we cannot guarantee that our special visitors will not show up or be changed due to a last minute change or issue on their part. If this does occur, we do fill the time with other projects and activities and there will be no refunds due.

IF I BRING MY CHILD'S OWN LUNCH AND/OR SNACKS CAN I PAY LESS?

Sorry, no. Of course you are welcome to bring your own, including for allergy purposes, but there will be no discounts for doing so.

WHAT IS QTA?

QTA is "Quiet Time Activities" and is intended to allow the children some time for their stomachs to settle after lunch and to rest after a very full morning!! Quiet, age appropriate games will be played with each age group such as Charades, Human Mirror, Hokey Pokey, Memory Card games, board games and many more for approximately 20 minutes.

WHAT KIND OF ART MATERIALS DO YOU USE?

We use a mixture of materials such as: canvas, tempura paint, air dry clay, glitter, glue, wood work, window paint, foam pieces, fabric, paper mache, mosaics, accessories and more. All items are non-toxic and child safe (scissors, etc.). Although all of our items are water based, we do not promise no stains, so be sure to send them in old clothes!

WHY DO YOU CHARGE A REGISTRATION FEE DURING THE SUMMER?

Our summer registration fee covers the cost of creating a file (or updating a file) for your child; administration costs for phone/online processing, any applicable credit card fees, etc. for any and all camp programs offered until the next summer camp at which time the registration fee must be renewed. So be sure to sign up for holiday and spring break camp and take advantage of the one-time per year registration fee!

IF I REQUEST MY KIDS TO BE PARTNERED WITH SOMEONE WILL YOU ENSURE THAT HAPPENS?

We do everything possible to make sure that children are grouped by requests AS LONG AS THEY ARE THE SAME EXACT AGE. However there may be times that it is not possible due to group capacity limits or grouping needs and so are not ever guaranteed. Our first priority is the safety of the children.

CAN MY TWO OR MORE KIDS BE IN THE SAME GROUP TOGETHER?

Maybe-though it is NOT guaranteed! We group children by age; younger so your children will be grouped accordingly. If you have two kids that fall into two different age categories they will most likely not be put in the same group for safety reasons-it will all depend on the age differences as we cannot put yours or anyone else's child's safety at risk in order to accommodate specific requests

CAMP GUIDELINES

To ensure a safe, enjoyable environment for everyone, the information below outlines our guidelines. These are subject to change with or without notice.

- The program is from 9:30 am – 2:30 pm on the days appropriate for the program or **as outlined** by the event that you signed up for.
- Please have your child picked up no later than 2:30 pm, or the appropriate pick up time. A \$5 late fee will occur for the first 10 minutes and \$1 each additional minute after.
- Snacks (goldfish & pretzels with drink) and lunch (pizza or chicken nuggets/chips) is provided. If you do not want your child to participate in the lunch or snacks that are provided (when noted so) please provide a sack lunch or snacks that do not require refrigeration, preparation or heating.
- All children must be fully **potty trained** for all programs.
- Group requests may not always be honored based on age restrictions or for safety grouping reasons; only requests where the children are the **EXACT** same age will be honored.
- Each child must bring or wear a pair of socks. **Please do not bring any other personal belongings (other than lunches) as we cannot be responsible for lost or stolen items.**
- **Sorry no refunds or make up days allowed for missed days of camp.** There are no refunds for children that are removed from the program due to any behavior that is harmful to other children, persons or themselves. Please see our refund/cancellation policy for further details on refunds and cancellations.
- Please do not bring your child if they are sick. We will not allow children that are sick to be dropped off; any child that becomes ill during the program will need to be picked up as well.
- All children will need to be signed in AND out by approved parent/guardian each day. The sign in/out sheet will be in the lobby or pick up arena. **A photo ID will be required at pick-up.**
- Please send your child in old clothing; although all products we work with are non-toxic water-based products, we cannot guarantee staining will not occur

REFUNDS AND CANCELLATIONS

REFUNDS/CANCELLATIONS

Please submit your request in writing to: tx.frisco@pumpitupparty.com. Registration fees are non-refundable. All cancelled camps with 7 or more days notice will incur a 10% cancellation fee. If you notify us 2-6 days before camp there will be a 50% cancellation fee per week cancelled. If you notify us the day before or later there are no refunds, sorry.

CAMP CHANGES

If you want to change weeks you signed up for you must notify us with at least one week notice (7 BUSINESS DAYS) in writing to: tx.frisco@pumpitupparty.com. You will receive confirmation back within 48 business hours as long as there is room available for the week requested. In your email request please include: your name, your child's name, the original week and the new week requested. There is a \$5 administration change fee for all change requests.