

2025 Camp Updates - Frequently Asked Questions (FAQs)

Q: When is registration day for Summer Camps?

A: Wednesday, March 5, 2025.

Q: Is there priority registration for Tustin residents?

A: Tustin residents can register starting at 5:00 AM on-line, and non-residents can register starting at 7:30 AM.

Q: What is the refund policy?

A: Requests for refunds must be submitted to tprd@tustinca.org or 714-573-3326 a minimum of five (5) days prior to the first day of the camp week. Day/Teen Camp: A \$25.00 withdrawal fee will apply per week per child. Little Folks: A \$15.00 withdrawal fee will apply per week per child. Any withdrawal requests received fewer than five (5) days prior to the start of the second day of the camp will receive a 50% refund of the camp fee per week per child. No refunds will be honored after the start of the second day of camp.

Q: Did camp registration prices increase this year?

A: Yes, prices have increased due to rising costs of excursions, supplies, minimum wage, and transportation.

Q: How do I register for early/late drop-off?

A: You can register with the Parks and Recreation office at 714-573-3326 before your child's week at camp. Early drop-off and late pick-up options are available at check out when registering for camps.

No early drop-off or late pick-up available for Little Folks Camp.

- Early drop-off option is at 7:30 am: \$30.00 per week.
- Late pick-up option is for 5:00 to 6:00 pm: \$30.00 per week.

- Both options are \$50.00 per week

Q: What are the age groups for summer camp?

- *Little Folks*: Ages 3-5
- *Camp Tustin*: Ages 6-10 or entering 1st-5th grade
- *Teen Camp*: Ages 11-14 or entering 6th-8th grade

Q: What is the camper-to-counselor ratio?

- *Little Folks*: 6:1
- *Camp Tustin*: 10:1
- *Teen Camp*: 10:1

During excursions:

- *Camp Tustin*: 5:1
- *Teen Camp*: 6:1

Q: How much money should I give my child for excursions?

A: It depends on the excursion, but we typically recommend \$10-\$25 for lunch, souvenirs, and/or both.

Q: Who handles my child's money during excursions?

A: Only the child's two counselors for the week will handle their money.

Q: Can I pick up my child at the excursion?

A: Yes, but please notify the Program Assistant in charge so they are aware. Child must be picked up at excursion at 1:30 pm.

Q: Can I drop off my child at the excursion?

A: No, we prefer that you do not. If there is a special circumstance that may require this,

please speak to Camp staff prior to the excursion day. Situations are evaluated on a case-by-case basis.

Q: Are parents allowed to accompany their child during excursions?

A: No, only staff, who have undergone background checks, can accompany campers.

Q: Can I group my child with their friends for excursions?

A: Groups are created on Monday for the week. If you have a specific request, please notify a staff member by Tuesday morning. We aim to create groups based on age, height, and preferences, with at least two children of the same sex in each group.

Q: What does my child need on excursions?

A: It varies per excursion. The weekly agenda will detail what is needed, and you will be reminded at sign-out for the next day's requirements.

Q: Why do my children need to have a wristband on?

A: Wristbands are provided by staff and they help identify children who belong to our summer camps during excursions. In case a child gets lost, the wristband includes the camp's contact number so they can be reached.

Q: Will my child be expected to bring or contribute anything throughout the week?

A: A potluck-style BBQ lunch is scheduled weekly on Friday. Your child will be assigned a BBQ item to bring, which will be listed on the sign-in sheet available each Monday. There is a \$5 contribution fee to participate in the BBQ lunch if you choose not to bring an item.

Q: Should my child bring their own sunscreen?

A: We encourage you to pack sunscreen, especially if your child has allergies or sensitive skin. Otherwise, sunscreen is available. Children will need to apply sunscreen on their own.

Q: Does the staff administer and hold medication to my child if needed?

A: No, staff cannot administer medication. However, we can hold medication at the front desk and remind your child to take it as needed.

Q: Do you prorate if my child cannot attend daily due to illness or other scheduled activities?

A: Unfortunately, we do not prorate.

Q: How do I report my child's absence?

A: To report an absence, please call the Columbus Tustin Recreation Center front desk at (714) 573-3009 or email tprd@tustinca.org.

Q: When will the weekly schedule be sent out?

A: The weekly schedule will be sent out two (2) weeks in advance.

Q: Can I pick up my child early from camp?

A: Yes, you may pick up your child early from camp, but only if you are authorized for pick-up. Please bring a form of ID for verification.

Q: What time does the bus depart and return?

A: The bus schedule depends on the excursion trip for that week. Parents will be notified of the bus departure time two (2) weeks in advance via email along with the weekly schedule.

Q: I noticed that the excursion location is cashless only. What is a cashless method I can use?

A: The methods below are recommended; however, we advise that you check with each amusement park prior to

- **Cash-to-Card Kiosks:** Many parks have kiosks where you can convert cash into a prepaid debit card for use.
- **Mobile Wallets:** Use your phone's digital wallet, such as Apple Pay or Google Pay, to make purchases.
- **Credit/Debit Cards:** Most theme parks accept standard credit and debit cards.
- **Pre-loaded Wristbands:** Some parks offer RFID wristbands which you can load with cash beforehand.
- **Gift Cards:** You can buy gift cards with cash from retail stores and use them at the park.

Contact Us:

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