



KENNELWOOD
PET RESORTS

Kids Summer Camp Informational Document

Kennelwood welcomes you and your child to our Junior Pet Care Camp. Before we get started, below is information that will help all of us to have a safe, healthy and, most importantly, FUN experience.

REGISTRATION: All forms must be completed and payment received in order for your child to be registered and participate in class. Class registration is on a first-come, first-served basis. Early registration is encouraged; many classes will fill up quickly. Required forms: 1) Parent/Guardian Authorization and Registration form 2) Kennelwood Liability Waiver 3) Kennelwood Junior Pet Care Summer Camp Informational Document (You will check that you have read, understand and agree to the policies in the document on the Authorization & Registration form.)

QUESTIONS: For questions about registration or class availability, please call Jenny Dove at (314) 931-3109. This is also the number to call if you need to reach camp staff during camp hours. For questions about class content or to discuss special accommodations needed for your child, please email jdove@kennelwood.com with your Name, Phone Number, and a Short Description of your concern, and you will be contacted as soon as possible by camp staff to discuss.

LOCATION: All classes will be held in the Kennelwood Train & Play, 10936 Manchester Road Manchester Road, St. Louis, MO 63122.

ATTIRE: Campers should wear comfortable clothing. Closed toed shoes are to be worn. Long hair should be tied back.

FOOD ALLERGIES/SPECIAL NEEDS: If your child has food allergies or special needs, this must be noted on the Parent/Guardian Authorization Google Form. For specific guidance/questions, please email jdove@kennelwood.com with your Name, Phone Number, and a Brief Description of your concern, and Kids Camp staff will contact you as soon as possible to discuss. Please note we will have snacks for the kids, and they will be making dog cookies. We are not an allergen free facility.

MEDICATIONS: If your child carries an epi-pen for a food allergy, or requires medication to be on hand during class hours for a medical condition, this must be noted on the Parent/Guardian Authorization Google Form. You are responsible for bringing the epi-pen/medication to the class leader at sign-in each day of camp that your child attends. Medications will be stored out of reach of children during camp hours.

CANCELLATIONS/REFUNDS: We work hard to bring you the best and most engaging kids'

classes, and that work begins long before the class is scheduled. We will accept cancellations up until five (5) days prior to the class for which your child is registered. If you cancel within five days of the class, or your child does not show up for class, we regret that we will be unable to refund any portion of your fee.*

In the event of low enrollment camp is subject to cancellation and a refund will be issued.

***MEDICAL CANCELLATIONS:** Inside of the 5-day no-refund window, exceptions will only be granted for documented medical conditions. You must submit a physician's note on letterhead to the Kennelwood in order to receive a refund. Kennelwood also offers the opportunity for students that are absent due to medical reasons the option of transferring to another class if space is available.

DIVORCE/SEPARATION/CUSTODY ARRANGEMENT INFORMATION: A legal restraining order must be on file at Kennelwood if biological/adoptive parent is not allowed to pick up the child. Please see a Kennelwood staff representative or email jdove@kennelwood.com for further questions.

AUTHORIZED PICK-UP: It is required that legal guardians or a person authorized for pick-up by the legal guardian sign your child in and out of class every day. Notification of any changes in persons authorized for pick-up is pertinent for your child's welfare. Pick-up will only be allowed from the classroom area, not from other areas or outside of the store. A child will only be released to persons authorized by the legal guardians on the registration form. Anyone not on your list or who is not authorized in writing will not be allowed to take your child from the Kennelwood location, even if your child appears to know the person. Permission for someone who is not on the list to pick up your child must be given in writing with your signature. In an emergency, a phone call will be accepted. The person picking up your child will be required to show a valid driver's license. Staff will ask for ID until they become familiar with persons picking up your child.

LATE PICK-UP: Your child must be picked up at the conclusion of class. It is your responsibility to make other arrangements if you cannot pick up your child. If a child is left at camp past closing time, we will call the emergency contacts/legal guardians. If contact has not been made by one hour after the conclusion of class the police and the Department of Health & Human Services will be notified that the child has not been picked up, so they can assist in locating the parents.

BEHAVIOR MANAGEMENT: Kennelwood is a family-friendly organization. We expect all of our guests to exercise caring, honesty, respect, responsibility---in their conduct and language. The Kennelwood staff is dedicated to working together with the children and parents to resolve any concerns that may arise. The use of physical punishment is never permitted. If a child is endangering him/herself or others s/he will be promptly and appropriately guided away from the situation. Any participant who is determined at the sole discretion of Kennelwood to have intentionally harmed or attempted to harm another participant, staff member or him/herself will be immediately suspended from the program and subject to termination from all Kennelwood educational programs. Failure to disclose any and all pertinent information about your child can lead to termination from the class or future programs. If terminated or suspended, all fees are forfeited.

RESTROOM PROCEDURES: Your child will be accompanied to the restroom by at least one (1) Kennelwood staff member, but at no time will your child be one-on-one with a Kennelwood staff member inside the restroom. All children enrolled in the Kennelwood program must be completely toilet trained due to insurance, hygiene, and legal requirements. Kennelwood understands that any child may have an accident; however, if any child has more than one accident, they must be suspended from future classes and not permitted to re-enroll until they have been completely toilet trained.

CHILD INJURY: If a child is injured, an Accident Report will be completed the same day with a copy given to the parent and to the Kennelwood corporate office. The Kennelwood leader, after evaluating the situation, will take whatever steps are judged necessary to obtain the appropriate medical attention. This may include the following: contact the parent or an authorized person to pick up the child or transport the injured child to the nearest hospital via ambulance.

Kennelwood does not provide accident insurance for your child. This will be the responsibility of the parent.

KENNELWOOD STAFF CAMP LEADERS: All Kennelwood camp leaders go through background checks and training. There may be guest presenters, however designated camp leaders will always be present and supervising children.