



## Welcome to the Tennessee Aquarium's Aqua Camp

We are so excited to have your camper join us for our Summer 2024 Aqua Camp! Hopefully this packet will answer any questions you may have.

### Navigation Tips:

1. Use the Table of Contents headings as a tool to help you navigate throughout this packet.
2. At the bottom of every page, you will also see a small house emblem. At any point you can click on that, and it will bring you back to our welcome page.

If you still have questions or concerns, please reach out to Mrs. Shelley McIntyre the Camp Coordinator, at [summercamp@tnaqua.org](mailto:summercamp@tnaqua.org) or 423-785-4093 (office) or 423-356-1276 (camp cell).

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## Typical Day of Camp can Include:

Experiments

Crafts



Animal Encounters

Lunch Time

Aquarium Tours

Snack Time (two per day)



IMAX Movie (one per week)

Outdoor Fun



## Packing List

Each day, your camper should bring/wear the following items. Please remember to label personal property so that we can help it to return home each day.

- Lunch:** We encourage campers to bring lunches in reusable containers each day. There will not be a refrigerator available, so plan on a lunch that does not need refrigeration or include an ice pack.
- 1 snacks:** We ask that your camper bring 1 small snack each day. Camp will supply one morning snack time and will use the packed from home snack for our afternoon snack time.
- Reusable water bottle:** We will have water refill stations available and encourage campers to use them often. Please make sure your camper has a reusable water bottle that they can carry all day.
- Camp appropriate clothing:** Many days we will be outside, so make sure your camper is wearing appropriate clothes. There is a good chance that these clothes will get dirty, so plan accordingly. We will also spend part of our day inside the Aquarium buildings so a light sweatshirt or jacket may also be needed.
- Spare clothes:** Many days we may be experimenting with water or getting dirty during our activities. So, packing a change of clothes is always a good idea. Packing them in a Ziplock bag helps to keep everything else dry when we must pack away dirty wet clothes.
- Closed toed shoes:** All shoes should cover the toes; we do not allow flip flops or Crocs at any time.
- Small backpack:** For the remaining items on the list. Please note that your camper may be carrying these with them through the day, so please do not overpack.
- Sunscreen and bug spray:** Please apply these before leaving home each day. We will also have campers reapply throughout the day.
- Poncho or raincoat** if there is a chance of rain.
- Masks:** We will be using CDC recommendations for educational programs. Please see our Wellness Policy within this packet for more information.

Please **DO NOT** send electronic devices of any sort with your camper. These are a distraction and can be easily lost or damaged. The Tennessee Aquarium is not responsible for any such items.



## Drop Off and Pick Up

Drop off will be at 9:00 – 9:15 am at the Tennessee Aquarium IMAX building. Please do not begin to line up before 8:45 am. Pick up will be at 4:00-4:15 pm at the Tennessee Aquarium IMAX building. Please do not begin to line up before 3:45 pm for pick-up. **Please be on time.**

We will be using the same route as last year, but please familiarize yourself with the following information. (Map provided on the next page) If possible, please leave your window down for the duration of drop off and pick up. This will help with our communication.

- Please join our car line within the Ross Landing Parking Lot which can be accessed from Riverfront Parkway. Our goal is to not obstruct traffic along Riverfront parkway so our line will begin in the parking lot.
- As the line moves forward turn right onto Power Alley from the Ross Landing Parking Lot. A camp educator will be there to direct traffic.
- On Power Alley you will see an Aqua Camp Stop Sign where you will check in with a camp educator. Please supply the camper's first and last name then follow instructions given by our staff.
- When instructed turn left onto West Aquarium Way and pull to the far-right lane into our waiting zone.
- When instructed pull forward from the Waiting Zone to the Pickup Spot that you have been assigned to. Be mindful of the intersection traffic.
- Aquarium staff or a volunteer will help your camper exit the car at drop off or bring your camper to the car at pick up. Please do not exit your car. **All campers will be loading and unloading from the passenger side of the car for safety!**
- After you have dropped off or picked up your campers feel free to exit with the flow of the car line. Be mindful that we cannot control the intersection so please watch for oncoming and rear traffic.
- If your camper has left something behind or if you are running late, please call our camp phone [423-356-1276](tel:423-356-1276) for assistance. Or you can email any concerns to [summercamp@tnaqua.org](mailto:summercamp@tnaqua.org).



**MAP LEGEND**

→ Traffic Direction

STOP Car Check In

Car Drop off & Pick up Spot

# TENNESSEE AQUARIUM

## CAMP DROP OFF & PICK UP



# Cancellation Policy

## Cancellation and Refund Policies:

- A cancellation made more than 14 days prior to the start of camp will receive a full refund.
- A cancellation made between 7 and 14 days prior to the start of camp will receive a 50% refund.
- A cancellation made less than 7 days prior to the start of camp will NOT receive a refund.
- The Aquarium reserves the right to cancel. In the event that the Aquarium cancels a program, participants will be notified and offered a full refund or an opportunity to reschedule.

## Transfer Policies:

Please call our camp coordinator at 423-785-4093 or email questions to [summercamp@tnaqua.org](mailto:summercamp@tnaqua.org) to reschedule your camp session. Rescheduling your camp depends on the current availability within the camp sessions.

- Transferring/rescheduling your registration between 14 and 21 days of the start of camp will be dependent on the remaining camp availability.
- Transfers and rescheduling cannot be performed within 7 days of the start of camp.

## Mid-Week Cancellations:

If your camper must be removed from camp due to behavior, illness, or a family emergency the following conditions may apply:

- If your camper is being removed due to their own behavior, there will NOT be a refund.
- If your camper is diagnosed with an illness, including but not limited to covid, flu, bronchitis, mono, pink eye, and they must be removed from camp the above cancellation policy will be observed.
- If your family experiences major loss leading up to camp, please reach out to Shelley McIntyre, the camp coordinator. We are willing to work with families during times of grief to help reschedule or process full to pro-rated refunds.





## Wellness Policy

- Aquarium education programs are following CDC recommendations. This means that indoor mask requirements will be determined by current covid community transmission levels. When COVID transmission levels are green or yellow, masks will not be required for educational programs. At orange levels, masks may be required indoors for all educational programs regardless of vaccination status. You can check community transmission levels at this website: [COVID-19 by County](#). Please note that certain activities within the Aquarium may require masks for the safety of our animals. Campers will be notified of these activities prior to them taking place.
- We ask all participants to stay home if they are experiencing COVID-19 symptoms or if they have been in contact with a COVID-positive individual in the past 2 weeks.
- If a camper is not feeling well and/or displaying symptoms of any illness such as flu, bronchitis, mono, or pink eye, please keep your camper at home. Campers will be sent home if symptoms develop during the camp day.
- If a camper has close contact with a person who has been diagnosed with any of the above illnesses, that camper will need to remain home for 5 days post exposure and be symptom free before returning to camp. If the camper is unable to participate in their registered camp, attempts will be made to reschedule them for another camp experience as availability allows.





## Behavior Expectations

Our mission at Aqua Camp is to create a safe and fun learning environment for all campers. We need our adults at home to help us by sharing the following rules with your camper before they attend camp. Failure to follow these rules will result in an unsafe or unenjoyable experience for campers, guests, and staff. Thank you for helping us make Aqua Camp an amazing experience for all!

### Camp Rules:

1. **Be kind** to ourselves, others, animals, and plants.
2. **Stay with the group.** Our camp locations are downtown and generally crowded, so it is very important for our campers to stay with the group.
3. **Respect personal space.** We want our campers to remember to keep their hands, feet, and personal belongings to themselves. Physical violence will not be tolerated.
4. **Kind Words.** The language we use matters, and we want our campers to understand that using curse words, slurs, or making threats of guns violence and death will not be tolerated.
5. **Follow the counselor's directions.**
6. **Speak up** if you need help or see another camper who needs help. Our staff are here to make sure all campers are safe and have a wonderful time at camp!



## Consequences of Inappropriate Behavior:

The Tennessee Aquarium has the right to remove a camper from camp at any time. Consequences for inappropriate behavior will be administered as follows and a behavior report will be filed with camp staff to track the progress of incidents. This report can and will be shared with parents from the beginning.

**\*If a camper's actions are severe, the steps below may be skipped. In this event the parent/guardian will be notified.**

**\*\*Aqua Camp has a zero-tolerance rule for physical violence, death threats, and gun threats.**

**1st Occurrence:** Staff will discuss the behavior with the camper. We will come to a verbal agreement with your camper on how to avoid/change the inappropriate behavior.

**2nd Occurrence:** Staff will discuss the behavior with the camper's adult and ask for strategies that will help to encourage good behavior. Staff will discuss possible consequence if the inappropriate behavior persists.

**3rd Occurrence:** The camper will be asked to take time away from the camp group for a cool down period. Staff will notify the camper's adult about the behavior and let them know that their camper is on a final warning.

**Final Occurrence:** If the inappropriate behavior persists then the camper's adult will be called, and the camper will be sent home immediately. If an adult cannot pick up the camper, then they will remain with the Camp Coordinator and will not be allowed to rejoin camp. At this final stage your camper will not be allowed to return to camp for the rest of the week and camp fees will be forfeited.



## Camper and Counselor Structure

Every week we have 75 to 90 campers here at Aqua Camp ranging between the ages of 5 and 16. So you may wonder how we structure our camp and how many adults will be helping your camper throughout the week. Here are some plans and safety measures put into place to help your campers have the best time at camp!

- Each week the campers are divided into groups dependent on age. For example, all our youngest campers (5 and 6 years old) are grouped together. This pattern holds true as the ages rise. Our only exception would be for the specialty camps where all campers registered between the ages of 9 and 14 are together in a smaller class size.
- Ages 5 to 7 have a maximum of 15 campers for the group. Ages 8-12 have a maximum of 20 campers per group.
- Every group is assigned 2 adult staff counselors. These counselors have completed background checks and camp training that includes sensory inclusive training, and CPR / First Aid certification through the American Heart Association.
- Every group may also be accompanied by one to two teen Counselor in Training volunteers (our CITs) to assist our counselors throughout the day.
- We also have two Camp Lead Educators who are always available to jump in and help during camp. They have completed the same background checks and training as our counselors.
- Other interactions throughout the day may be with our full time Education staff, IMAX staff, and other animal care professionals within the Aquarium. Full time EMT/Security is also available for emergencies at the Aquarium. All staff have undergone background checks.





## Frequently Asked Questions

**Q: Who will be watching my camper?**

**A:** All campers will have multiple adults supervising and helping throughout the day. All staff have undergone background checks, training and have completed CPR / 1<sup>st</sup> Aid training.

**Q: Where is camp located?**

**A:** We begin camp at our IMAX Theatre. This is our home base and where we store our backpacks and lunch boxes. Throughout the day we move into the Aquarium buildings or have activities in the green spaces around the Aquarium Plaza.

**Q: What happens in the event of a medical emergency?**

**A:** The Aquarium is staffed with licensed EMTs who provide safety and emergency health care for both guests and staff. During an emergency we will call on our staffed EMTs for assistance. Once the situation has been resolved we will always reach out to the parent/guardian to notify them that the EMTs were called, and an incident report can be shared for more information.

**Q: Will my camper get to see the Aquarium?**

**A:** Yes! Monday through Thursday we tour through a portion of the Aquarium. We cannot see the Aquarium in its entirety all at once, but by the end of the week our goal is to allow the campers to see all of the Aquarium.

**Q: Will my camper get to see an IMAX Film?**

**A:** Yes! Each week the campers will get to view one of the current 45-minute nature documentaries that is playing at the IMAX Theatre. All films are 3D and have glasses provided. Due to our camp size all campers will not get to see the movie on the same day, but the movie will be the same for the week. This way siblings, family, and friends that may be in different camp groups will all see the same movie.

**Q: Who do I call if I have an emergency and need to pick up my camper early?**

**A:** Whether it is an emergency or for a possible doctor's appointment you are welcome to get your camper early. To pick up your camper outside of our normal pick-up time simply call the camp phone at 423-356-1276 to set up arrangements.