

FAQs

If we cannot attend the Open House, can we visit camp another time?

Yes, you can make arrangements by calling the camp property and hospitality manager's office at 302-945-0610 x 2

What type of luggage do I use?

Many campers use standard sized trunks or suitcases, but anything that will fit under the bunks will work. Remember they are sharing space. Be sure to **label** everything including the luggage.

Will you launder my child's clothes while at camp?

We don't offer laundry service but, in case of emergencies bedding can be laundered if needed.

Can my child leave camp?

Leaving camp can disrupt and interfere with your campers' stay as well as that of other campers who are assigned to their group. We encourage you to schedule other activities around their time at camp so that they may remain at camp for their entire session.

What do I do if my child must arrive or leave camp at a time different than the camps scheduled times?

For security purposes we have a form that must be completed by the parent or guardian prior to the campers leaving camp. Written permission is required especially if someone other than parent or guardian is picking up your camper. We strongly ask that you not compromise these rules. The registrar or assistant director can assist with obtaining a form.

Can my child request a roommate?

Cabin assignments are made using age, grade, program eligibility and cabin mate requests. Making new friends while at camp is one of the learning experiences associated with Christian community living. **Our new policy is; only 2 cabin mate requests can be made and both campers must make the same request. No more than 3 roommates will be assigned to the same cabin. WE NO LONGER put large groups of friends together as cabin mates.** Cabin assignments are honored whenever possible, **but are not guaranteed.** Assignments are made by the director and registrar in the best interest of the entire group. It is our practice to assign siblings to different cabins unless otherwise specified and are included as a cabin mate request.

How long does it take to check-in?

We allow 2 hours for the entire session roster of campers to check-in. I don't think that we have ever had anyone take the full 2 hours, but check in duration is not always easy to predict. Weather, organization of other individuals, and the mere number of campers in the session all determine the time spent checking in. We suggest that you do not make check-in revolve around another activity scheduled for that day. This will not only make your day less stressful but will most likely make for a more pleasant start to your child's camping experience. We strive to make check-in day move quickly and efficiently. Having all your required forms and payments returned to camp by the May 15th deadline will certainly help simplify the process.

What happens at check-in?

You will arrive at camp and be greeted by our staff, given written information explaining the check-in process and what's expected of you. At this time you remain in your car as you proceed through the luggage line. Please be patient as we guide you through the line, assist you in unloading, and direct you to the parking area. It is suggested that you use this time to complete your camper's health screening form and familiarize yourself with our check-in process by reading the Welcome to Camp Arrowhead information sheet. Once you have parked, you will walk back to the building (Dining Hall) where your luggage was unloaded. Having had completed your requirements by the May 15th deadline will speed up your check-in. Your camper's name will appear on a posted list near the welcome table **if** you have requirements or missing information needed for check-in completion. Your camper's name on this list will require you to pay a \$25 late fee. Our staff at the welcome table will help you proceed with your check-in or answer questions you may have. They can tell you if you qualify to use Express Check-in.

What is Express Check-in?

Express check-in is for families whose camper's name does not appear on our posted list, have no medications to hand in to the nurse, have no updated information to add to the health history form and have completed the health screening form. These families are free to visit the welcome table if needed, enter the dining hall and put the health screening form in the designated box. After doing so, look for the table with your camper's cabin number. The counselor will be there to greet you and your camper. Then it is time to say goodbye.

What if circumstances require payments to be made at check-in?

Payments of camper **tuition** made at check-in require cash or money orders. **No checks can be accepted the day your camper arrives.** A \$25 late fee should also be included at this time.

What about the food?

Some of our surveys say that food is as good as home, best camp food ever eaten, or my child is a picky eater but liked the food at Camp Arrowhead. We strive to serve balanced menus and have a salad bar available during the dinner meal.

Does Camp Arrowhead make provisions for special diets?

If your camper requires a special diet please contact camp registrar. Once it is determined that we can accommodate the diet, be sure to inform the nurse and camp kitchen staff in writing of these dietary restrictions. Two weeks notice is required.

NOTE: We do serve peanut butter and use peanut products at camp.

What do you sell in the camp store?

The camp store can provide your camper with some items from the suggested packing list that you may have forgotten. We also sell camp souvenir items such as sweatshirts, t-shirts, and night shirts as well as limited snacks and beverages.

FAQ's cont.-

Can I call my camper or can he/she call home?

Our program does not allow for campers to call home or receive calls. Campers and families are encouraged to write each other often. Parents can also use Bunk-1 (one way email) to email their camper every day. You will be given Bunk -1 sign up information at check-in for this program or find the link on our website www.camparrowhead.net .

How are parents notified in case of an emergency?

You are notified by telephone, immediately. It is essential that you provide the camp nurse with up to date emergency phone numbers.

How do we contact our camper concerning an emergency at home?

Please call 302-945-0610; if the phone is not being monitored at the time of your call, leave a message in the voice mail box of the assistant director or nurse.

What about medical care while my child is at camp?

We have a health care professional who lives at camp and our camp physician's office is 10 minutes away. Beebe Medical Center is 10 miles from camp.

What is your cancellation and refund policy?

Cancellations must be made in writing to the camp registrar. Refunds, minus the \$100 deposit, will be made to those cancellations received 3 weeks prior to the start of your camping session. No refunds will be made after this time. If cancellation is necessary due to illness or injury, upon receipt of a written report from a physician all pre-paid fees except \$100 deposit will be returned. No refunds will be given in case of illness, dismissal or voluntary withdrawal from camp.

What items can't be brought to camp?

Cell phones, pagers computers, radios, compact disc players, TV's, electronic games and knives are all listed as do not bring items. Should your camper bring them, our staff has been instructed to collect such items. Our director will keep them in the safe until closing day. We would greatly appreciate your cooperation in helping us achieve this request.

Why can't my camper bring a cell phone or pager?

Campers are not permitted to have cell phones or pagers at camp as they interfere with camp life, activities, and interaction with others; therefore we want them to leave the technical world at home. Should notification be required regarding your camper our camp administrative staff will initiate the call.

What is Bunk-1 Email and how do I sign up?

This is one-way email you can use to write to your camper. At check-in you will be given a pre-approved registration code along with a form explaining how to set it up. You can also be linked to Bunk1 through our website www.camparrowhead.net . This system can not be used without the pre-approved registration code and your campers lodge number.

What address do I use for camper mail and care packages?

It will be helpful if you address your camper mail in this manner:

Camper Name (Unit #) C/O Camp Arrowhead, 35143 Homestead Way, Lewes, DE 19958

Please be sure to use a return address.

*Your child's unit number will be given to you at check-in.

Can I send a care package to my camper?

Yes, care packages can be sent. However, over the past few years there has been concern from both parents and staff about the amount of candy available to campers on a daily basis. This is obviously an important health issue therefore we have cut back on the amount of sugared items and are limiting the quantity of candy purchased from the camp store as well as restricting the times when the candy can be eaten. We would like for parents to cooperate with us and not send large quantities high sugared candy and snacks in their luggage or in their care packages. If large quantities of candy are sent to your camper we will store it until the last day of camp. Camp Arrowhead can provide your camper with a care package. A sample care package will be available for you to see at the camp store table during check-in.

What is a Camp Arrowhead Care Package?

It is care package of Camp Arrowhead souvenirs, snacks, and candy. Some families choose this way of providing a care package for their campers to avoid time consuming shopping, mailing costs, and the worry of package arrival time. We can deliver the package to your camper on any day you request. A sample care package is available for inspection at check in. The package cost is \$25.00.