



Frequently Asked Questions

- **Are Museum Camps in November and December taking place at Union Terminal?**
 - Yes, Museum Camps at Cincinnati Museum Center on November 22, December 18 – 22 and December 27 – 29 will continue as planned! While Museum Camps will not be accessing the Duke Energy Children’s Museum, we are excited to visit the *Holiday Junction featuring Brickopolis* exhibit and look forward to days packed full of fun activities and engaging programs.
- **What are the hours of Museum Camp?**
 - Museum Camp runs from 9:00am – 4:00pm. Check-in begins at 8:45am and check-out starts at 3:50pm.
- **Do you have before and after care available?**
 - Yes! Before care is available from 7:30am – 8:45am and costs \$5/day for members, \$10/day for non-members. After care is available from 4:00pm – 6:00pm and costs \$10/day for members, \$15/day for non-members. Before/after care should be purchased in advance.
- **Is there a discount for Cincinnati Museum Center Members?**
 - Yes. CMC Members receive \$25 off each week-long camp and \$5 off each one-day camp.
- **How do I register my child for Museum Camps?**
 - You can register for Museum Camps online (<http://www.cincymuseum.org/programs/museum-camp>) or by calling (513) 287-7001. Please have your payment information, membership number (if a member) and child’s information ready to make registration quicker and easier.
- **What if I need to cancel my reservation?**
 - For week-long summer camps:
 - There is a \$10 fee for cancelling 15 days or more in advance of the first day of camp. There will be a \$50 fee if you inform us 7 to 14 days before the first day of camp. A \$75 fee will apply if you inform us less than 7 days in advance. A \$100 fee applies if you must cancel the first day of camp. After the first day, refunds will not be applied.
 - For one-day fall/winter/spring camps:
 - There is a no fee for cancelling 15 days or more in advance of the first day of camp. There will be a \$10 fee if you inform us 7 to 14 days before the first day of camp. A \$15 fee will apply if you inform us less than 7 days in advance. A \$25 fee applies if you must cancel the first day of camp. After the first day, cancellations will not be accepted.
 - To cancel, please call (513) 287-7001. A refund will be issued to the same credit card used to register for camp. Please have the card in hand when calling to cancel.
- **Do I need to bring paperwork with me to Museum Camps?**
 - Yes, please fill out the Museum Camp Permission Form. If your child is going on a field trip, you must also fill out a Field Trip Permission Form. A field trip specific travel waiver will be emailed closer to the camp date. You can mail or email us your forms early to save time at check-in! Please be sure to indicate the camper’s name and which camp they are attending when sending forms. If you forget a form at home, we will have extras at check-in.
 - Mail: Cincinnati Museum Center, ATTN: Kelsey Enderle, 250 West Court Street, Suite 300E, Cincinnati, OH 45202
 - Email: KEnderle@cincymuseum.org
- **What do we need for check-in and check-out?**
 - Guardians must sign-in their child before camp and sign-out every day before leaving the campus. **Please check-in your camper with their group’s instructor and turn in any required paperwork.** Museum Camp begins each

day at 9:00am. Children may arrive between 8:45 – 9:10am. Children arriving before 8:45am should stay with their parents or guardians until 8:45am.

- **Any adult picking up a child is required to show a photo ID as well as be listed on the Museum Camp Permission Form.** Parents also need to be listed on the Museum Camp Permission Form and show ID every day when picking up campers. Changes to Museum Camp Permission Form must be made in person. All campers must be picked up by 4:15pm.
- **What if my child will be absent, arrive late or leave early?**
 - Please email (KEnderle@cincymuseum.org) or leave a message with the Museum Camps Manager at (513) 728-0082 if your camper will be absent, arrive late or need to leave early. Late arrivals must be escorted into the building through the front door to ensure safe arrival.
- **What will my child do in before/after care?**
 - Campers in before/after care will have the opportunity to participate in activities such as group games, board games, reading or coloring. They may also watch an educational video or film. If time allows, they may visit a Museum exhibit.
- **What will my child do at camp?**
 - The activities during camp are based on the different themes. Your child will be participating in a variety of activities such as science experiments, arts and crafts, games, animal encounters, interactive presentations and more. Your child may also be attending field trips, depending on the camp.
- **Can I enroll my child in a camp for a younger/older age group?**
 - No. Grade band requirements are strictly enforced. Your child must fall within the camp's grade band by the first day of the camp session they are attending.
- **Does Museum Camp serve children with special needs?**
 - Although Cincinnati Museum Center's Museum Camps are not specifically designed to accommodate children with special needs, we make every reasonable effort to serve campers who require special attention or consideration. If you are interested in enrolling a child with special needs, please contact the Camp Manager to set up a meeting to evaluate our program's suitability for your child. We also welcome camper aides, but require all aides who attend camp to complete a background check before camp begins.
 - If your child has a special need or a life-threatening allergy, please contact the Camp Manager to discuss their needs before the camper's first day. We want to prepare Museum Camp staff and educators in advance so that we can make your child's camp experience the best and safest possible.
 - Museum Camp Manager Contact Information: Kelsey Enderle, (513) 728-0082, KEnderle@cincymuseum.org
- **Can my child and their friend be in the same group?**
 - Yes, we try to accommodate this as much as possible. When you register your child just request that they be in the same group as their friend. Please make sure to have their friend's name ready and be sure that their friend has registered for the same camp.
- **What should my child wear/bring?**
 - Children should wear typical play clothes keeping in mind that some days we may have messy activities. Some areas inside can get chilly, so a sweater or jacket is recommended. Since we often have games and physical activities in addition to the 30 minutes for recess, please send children in shoes that are appropriate for running and playing. Campers may be going outside. Please be sure to send them with weather-appropriate clothing.
 - We suggest that campers bring a reusable water bottle to use throughout the week. Campers should NOT bring electronics, valuables, toys, cards and other items that are not appropriate for camp. If an item brought from home disrupts the camp, the item may be confiscated until the end of the day. Please note that the Cincinnati Museum Center is not responsible for any lost, broken or stolen items.

- **My child must take medication. How can they do this at camp?**
 - The Cincinnati Museum Center is not permitted to administer medicine to children. It is important that you inform us of any medical conditions or special needs. Please contact the Camp Manager to discuss their needs before the camper's first day. We do our best to accommodate needs and requests.
 - Museum Camp Manager Contact Information: Kelsey Enderle, (513) 728-0082, KEnderle@cincymuseum.org
- **How can I get in contact with Museum Camp staff if there is an emergency?**
 - If you need to contact Museum Camps right away, please call the Museum Camps cell phone at (513) 728-0082. You may also call our Public Safety office at (513) 287-7048.
- **What happens if my child becomes ill during camp?**
 - Depending on the symptoms and severity, we may call you and ask you to come pick up your child. If necessary, our Public Safety officers will assist with injury or illness. Children who vomit or have a high fever during or before camp are not permitted to attend that day of camp and must be picked up by an adult on their Museum Camp Permission Form right away.
- **Do you provide snacks?**
 - Yes! We provide an afternoon snack for all Museum Campers and an additional snack for children in after care. Snacks are simple, peanut free items such as pretzels, animal crackers, Gold Fish or ice pops. We also provide fruit juice or water. We suggest that your child brings a water bottle to use throughout the week. If your child is on a special or restricted diet or has a severe food allergy, they are permitted to bring their own snack. Please send a note if your child will be doing this and include any food allergies on the Museum Camp Permission Form.
- **Do you provide lunch?**
 - No. Each child must pack a lunch. An hour break will be taken each day for lunch and recess. Lunches must be brought from home and should not contain any items that need to be refrigerated or heated up. Campers may NOT purchase food from the food cart or vending machines.
- **Can my child purchase food or items from the food court or gift shop?**
 - No. Campers are not permitted to purchase any items from the food court or any of our gift shops. This includes gift shops of places we may be visiting on field trips. Please do NOT send money with your camper for any reason.
- **My child is in Kindergarten – First Grade and needs a rest in the afternoon. Do you provide resting time?**
 - Yes. In addition to lunch and recess, our younger campers (Kindergarten – First Grade) will be given 30 – 45 minutes of quiet time in the afternoon. During this time they may nap or rest while watching an age-appropriate movie or reading a children's book. Your child may choose to bring a small pillow and blanket to use during this time.
- **What are the behavior expectations of camper? How does Museum Camp manage behavioral issues?**
 - Please share these expectations with your camper(s) before the first day of camp.
 - All electronics, toys and valuable items should be kept at home. Cincinnati Museum Center is not responsible for any lost, broken or stolen items.
 - On the first day of camp, campers and instructors work together to set the rules for camp. This time allows for both the instructors and campers to set expectations and boundaries. Campers are always expected to be respectful to each other, their leaders and their surroundings.
 - If campers are participating in disruptive behavior, our instructors first use positive reinforcement and redirection to help them make better choices. In cases where the behavior continues, the following steps are taken. These are also shared with the campers on the first day of camp after creating the rules and expectations for camp:
 1. Warning
 2. Conversation with Instructor
 3. Sit Out from Activity
 4. Speak with Coordinator or Manager
 5. Call Home/Conversations with Parents or Guardians

6. Removal from Camp

- In cases where Museum Camp Staff are concerned that the behavior of a camper is harmful to themselves, other campers, staff or their surroundings, steps may be bypassed in order to address the situation.
- **What are the qualifications of your Museum Camp Instructors?**
 - Museum Camp Instructors are Cincinnati Museum Center staff, college graduates and upper-level college students. All of our instructors are experienced educators and have taught in classrooms, camps, museums, art centers, etc. Museum Camp Instructors must pass a background check, become First Aid and CPR certified and are required to attend Museum Camp training.
- **What are the qualifications of your Museum Camp volunteers?**
 - Both Adult Volunteers and Youth Program Volunteers help with Museum Camps. Adult Volunteers must pass a background check. Adult and Youth Program Volunteers are required to attend Museum Camp training with instructors. Volunteers assist with camps by running programs, facilitating games and crafts, organizing materials and supplies and more.
- **What should my child bring/wear on field trips?**
 - Children should dress for the weather and wear typical play clothes keeping in mind that some days we may have messy activities. Since we will often be outside on field trips, children should wear shoes that are suitable for walking and playing.
 - Campers may bring sunblock and bug spray on field trips. We suggest that campers bring a reusable water bottle to use throughout the week.
 - Campers should not bring electronics, valuables, toys, cards and other items that are not appropriate for camp. If an item brought from home disrupts the camp, the item may be confiscated until the end of the day. Please note that the Cincinnati Museum Center is not responsible for any lost, broken or stolen items.
- **Who will be accompanying campers on field trips?**
 - Field trips will be led by Museum Camp Instructors. A Museum Camp Coordinator or Manager will attend all field trips. Adult or Youth Program Volunteers may also assist with field trips.
- **May I drop-off/pick-up at field trip sites?**
 - No. Due to state regulations, we do not allow parents to drop-off or pick-up at field trip sites.

LOCATIONS

The following camps DO NOT meet at Cincinnati Museum Center. Please go to the following locations.

- December 18 – 22: Space Adventure (Grades K – 2 & 3 – 6)
 - **Location:** Cincinnati Observatory, 3489 Observatory Place, Cincinnati, OH 45208