



Summer Camp FAQs

1. **What is the camp cancelation policy?**

You must cancel the Wednesday prior to camp starting to receive a refund. A refund will not be provided if it is requested past the deadline.

2. **My plans changed...How do I cancel camp?**

You may cancel by contacting the Community Center front desk at **630-690-4880**.

3. **How does the waitlist work?**

When a camp or program is at full capacity, you will be placed on a waitlist. Being placed on a waitlist requires payment to secure your waitlisted spot. Spots will be offered in the order of the waitlist as space becomes available. If space does not become available, your payment will be automatically refunded to the original form of payment.

4. **What number is my child on the waitlist?**

You may check your waitlist status by logging into your account and clicking on your name in the top right corner. Then under **My Account**, click **My Pending Enrollments** to view your status.

5. **Who do I contact if I have questions?**

Camp	Name	Email	Phone
Campers' Favorite Camps <i>Awesome August</i> <i>Camp Blackhawk</i> <i>Camp Goodtimes</i> <i>Camp I Don't Know</i> <i>Camp Illini</i> <i>Camp No Name</i> <i>Mean Camp Green</i> <i>Safety City</i> <i>Super Tots</i>	Kelly Nielsen	knielsen@wheatonparks.org	630-510-5120
Lincoln Marsh Camps	Deb Ditchman	lincolnmarsh@wheatonparks.org	630-871-2810
Specialty Camps	Chad Shingler	cshingler@wheatonparks.org	630-510-5119
Sports Camps <i>Athletic Camps</i> <i>Camp Sports & Sorts</i> <i>Nerf Camps</i>	Cody Nelson	cnelson@wheatonparks.org	630-510-5099



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6. What are the color-coded pool wristbands at camp and how do they work?

Campers in Camp No Name, Camp I Don't Know, Camp Goodtimes, Camp Illini, Mean Camp Green and Awesome August* receive pool wristbands in various colors assigned to specific levels of aquatic skills. Each color serves as a visual for staff and lifeguards to ensure campers are in safe areas of the pool given their skill level.

On the first day of camp, campers complete aquatic skills testing† to be assigned an appropriate color wristband. Campers may re-test each Monday if they would like to try for a different color band. The decision of the wristband color is at the sole discretion of Aquatics staff.

Color-coded wristbands and associated skill levels:

a. **Red Wristband | Beginner**

Must stay in shallow areas. Allowed to go down slides and ask for a "catch" if needed.

b. **Yellow Wristband | Intermediate**

Allowed to go in the deep end (up to 5') and down slides.

c. **Green Wristband | Advanced**

Allowed to go off diving boards.

Campers may re-test each Monday if they would like to try for a different color band.

*These are the only camps that visit the pools.

† Camp Goodtimes campers do NOT swim test and are not allowed to go down the slides. Each of these campers will receive red wristbands and move around the pool in small groups between the shallow end of the pool, sand play area and waterfall area.

7. Do I need paperwork for each camp?

Yes. Every camp your child is in will require paperwork to be on file. The necessary paperwork will be communicated in a welcome email the week before camps start and must be brought to the first day of camp. If your child attends the same camp for multiple weeks, you only need to submit paperwork once. If your child is enrolled in multiple camps, fill out the paperwork (for each child) and make copies for the various camps to save time.

Locations do not share paperwork.



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8. **What should my child bring to camp?**

A welcome email will go out to all participants the week before camp starts and will include important information, including everything your child will need to bring to camp! All items that come to camp should be labeled with your child's name.