

## Launch Trampoline Park Summer Camp FAQ

- 1. Do you offer refunds?** We have a set policy regarding refunds/cancellations.  
CANCELLATION FEE:
  - 30+ DAYS NOTICE: NO PENALTY
  - 14-29 DAYS NOTICE: 20% OF RESERVATION FEE
  - 6-14 DAYS NOTICE: 50% OF RESERVATION FEE
  - 5 OR LESS DAYS NOTICE: NO REFUND
  - We will work with guests on rescheduling for another camp week where available with no penalty
  - No refunds or compensation for individual days not able to attend
- 2. What's included in your camp?** Campers will receive a Launch Camp T-Shirt and a Launch Water Bottle as part of their package. Campers will be provided access to all attractions, with the exception of arcade daily during their visit. Arcade is available for an additional purchase. Campers purchasing arcade (not included, unless added on) will also have time for arcade play during each camp session. In addition, counselors will have them join in on games, crafts, and other fun activities.
- 3. Do you offer food/beverage options?** Yes, we have an onsite Cafe. Campers are welcome to bring discretionary money for snacks, drinks, desserts, etc.
- 4. What is your counselor to camper ratio?** We have 10-12 campers max assigned per counselor
- 5. Do you do background checks on your camp staff?** Yes
- 6. How many years have you been operating your camp?** Current Ownership has been managing summer camps in their location since 2021
- 7. Do you allow outside food or beverage?** Typically this is against our policy, but should you want to send your camper with an additional snack or water bottle, that is allowed. We do not provide refrigeration, so you will need to plan accordingly.
- 8. Is there a safe place for my child to keep their belongings?** We have a dedicated space for our campers. If you are sending money with your camper, we strongly encourage you at check-in to make the camp director aware of the funds you have provided your child so they can be sure it's kept secure.
- 9. Do you charge for late pickup?** Yes, there will be a \$20 charge for any child not picked up within 10 minutes of the designated pick time. The \$20 charge will be reapplied every 30 minutes you are late. Therefore a child being picked up 1 hr late will incur a \$40 charge applied to your card on file.
- 10. How do you ensure child safety during the day and at pickup?** There are a variety of ways we do this as it's a top priority. First, campers have their designated camp shirt on so we can easily identify them. Second, counselors do routine headcounts throughout each camp session to make sure all campers assigned to them are accounted for. Third, we use a buddy system to make sure no campers are going anywhere without a "partner". Finally, you will see during registration you are required to list all designated individuals allowed to pick up your camper. If they are not listed or reported during morning check-in, then we will not release your camper without confirmation from the individual who signed up the camper.