



Welcome to the Tennessee Aquarium's Winter Aqua Camp

We are so excited to have your camper join us for our Winter 23' – 24' 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. Simply click and let it lead you to the correct page.
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 or 423-785-4093 (office) or 423-356-1276 (camp cell).

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Typical Day of Camp can Include

Crafts and Experiments

Animal Encounters



Lunch Time



Aquarium Tours

Snack Time (two per day)

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.
- ☐ **2 snacks:** We ask that your camper bring 2 small snacks each day. One for a morning snack time and one 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.
- ☐ **Winter Outerwear:** We love to go outside and enjoy nature, so please make sure to pack winter outerwear for your camper. Jackets, gloves, hats, and scarves are great ways to keep your camper warm.
- ☐ **Spare clothes:** You never know what may happen while having fun at camp! 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:** 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**

Please **DO NOT** send electronic devices of any sort with your camper. These are a distraction and can be easily lost or damaged. Small fidgets, favorite books, or stuffed animals are ok to send as comfort items for your camper, but please remember to label all items. The Tennessee Aquarium is not responsible for any loss or damage to items brought from home.



Drop Off and Pick Up

Drop off will be from 9:00 – 9:15 am

Pick up will be from 4:00 – 4:15 pm

Please understand that the first day of camp may take us a little longer as we pass out camper cards. Once you have received your camper card, please place it on the passenger side of your dashboard. If possible, please leave your window down for the duration of drop off and pick up. This will help with our communication. We thank you for your patience!

- Our car line will begin in the Ross Landing Parking lot leading out onto Power Alley. Please feel free to join the line within the parking lot. Our goal is to avoid blocking any major roadways. Please be courteous to other guests who may be trying to park or leave from the Ross Landing Parking lot as our line begins to grow.
- As we start to move, please turn right onto Power Alley from the Ross Landing Parking lot and prepare to stop at the check in point on Power Alley. An Aquarium staff member will gather information from you and assign you a specific spot.
- Once information is gathered about the camper you are picking up our staff will direct you to our Waiting Zone along W. Aquarium Way (the north side of the IMAX Theater.)
- When instructed pull forward from the Waiting Zone to the Pickup Spot that you have been assigned to. Be mindful of the intersection and traffic. Please do not pull forward until staff directs you to your assigned spot. Stopping early and inching forward may lead to confusion about which camper belongs with you!
- 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 camper, please follow the car in front of you to exit the 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 for assistance. **We may not be able to answer the phone during drop off or pick up times as we focus on incoming/outgoing campers. So please leave a message and we will return your call as soon as we can.** Or you can email any concerns to 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 to reschedule your camp session. Rescheduling your camp depends on the current availability within the camp sessions.

- 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

- If a camper is not feeling well and/or displaying symptoms of any illness such as flu, covid, 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 illness, 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.
- Aquarium education programs are following CDC recommendations for schools in Hamilton County. This means that indoor mask requirements will be determined by current covid community transmission levels. When transmission levels are at green or yellow, masks will not be required for campers or camp staff. At red levels, masks will be required indoors for all campers and camp staff regardless of vaccination status.
- 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.



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. **Use of Inappropriate Language.** 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

Winter Aqua Camp has a maximum capacity of 20 campers each session with campers ranging in age from 5 to 10. 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!

- With our capacity being small in the winter all ages will be grouped together in the same camp group.
- Our camp 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 volunteers to assist our counselors throughout the day.
- We also have backup education staff 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 other Education staff, IMAX staff, and 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 / 1st 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! Every day we start our morning with a 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: No. Unfortunately, IMAX films are not included in our Winter Aqua Camp Program.

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.

