

CAMP FAQs

How do I register?

Registration for camp sessions will be in Bay Club Connect for members and non-members. For questions, please email camps@bayclubs.com. Plus, if you have any questions, our associates at the front desk will be available to assist you.

Can I book camp by the day, week, or month?

All camps are designed in one-week sessions. This allows your child to learn new skills, practice throughout the week all while creating new friendships.

Can I register my child for a camp outside of their age range?

We realize kids develop at different paces, our age guidelines are in place to assist our associates and campers in having a great summer! As we get to know campers' personalities and skill levels, we love to communicate with feedback on the best fit for your camper and encourage you to do the same.

How do I check in and check out my child from camp?

For the safety of your camper, a PIN number will be required daily at drop-off and pick-up. The PIN number is generated by Bay Club Connect at the time of registration. The PIN is sent to you via text to the phone number provided on the parent or guardian Bay Club Connect profile.

How do I retrieve my PIN number?

To retrieve your PIN number, follow the steps below:

- Log on to your Bay Club Connect app or log on to your account at bayclubconnect.com
- Click on Household or Members on the bottom of the home screen.
- Click on Actions for the parent or guardian.
- Confirm the phone number listed in Contact Info is the accurate cell phone number.
- Click on SEND PIN - the pin will be sent via text to the phone number list on the parent or guardian Bay Club Connect profile.

Do I need to fill out the medical form for my child prior to drop off to camp?

Yes, prior to dropping your camper off all MEDICAL information must be completed. You will NOT be able to drop off your child unless you have completed these forms online.

Where do I find the medical forms?

To fill out the medical form, follow the steps below:

- Log on to your Bay Club Connect app or log on to your account at bayclubconnect.com
- Click on More on the bottom of the home screen
- Click on Settings
- Click on Household permissions
- Select the child registered for camp, then select MEDICAL FORM
- Fill out all fields and click Save. Repeat for each child.

What safety measures are in place to protect my children?

Our staff goes through a rigorous and extensive hiring process that includes reference checks, criminal background checks including trustline fingerprint registration, drug testing and multiple online and in-person training sessions. All staff are First-Aid, CPR, and AED certified and participate in regular health and safety drills. Our onsite facilities are abundantly equipped with safety equipment and standard safety procedures are executed throughout the day.

What does the daily schedule look like?

Full day kids' camps will begin at 9:00 am and end at 4:00 pm. Lunch will be provided at noon. Campers will participate in rotations that may include arts & crafts, music, and movement as well as physical fitness and sports activities like group games, swimming, basketball, and tennis.

What is the cancellation or rescheduling policy?

Our goal is to provide flexible, inclusive family programming for our members and guests. We are aware that emergencies occur and that sometimes life has a way of disrupting our plans, so we've written our Cancellation & Rescheduling Policy to be as accommodating as possible. If you accidentally book an incorrect session, please contact camps@bayclubs.com within 48 hours for correction. In the event you need to cancel a camp reservation or reschedule a session, please ensure the cancellation is made in writing to camps@bayclubs.com. If a camp cancellation request is made 14 or more days prior to the first day of the camp session, you will receive a refund of 75% of the enrollment fee. The refund will be issued to your original form of payment. The Bay Club cannot provide refunds for cancellations for any reason, including illness, if the cancellation occurs within 14 days of a program's start date. If you need to reschedule your Camp booking to a different session, your request will be considered and approved based on the current capacity of the requested sessions. Reschedule requests are guaranteed only when confirmed by the camp director. In the event one of our Camp programs fails to meet capacity, state or county guidelines, the Bay Club reserves the right to cancel the program. You will be notified at least 48 hours in advance of any cancellation. If a Camp is cancelled, you will be refunded 100% to your original form of payment.

Do you have discounts available?

Yes! Members discount: 25% off non-member rate. Sibling discount: 10% off any additional child.

Have more questions? Email us at camps@bayclubs.com and we'll get back to you.