

## Schedule Changes

You can make schedule changes by phone, email or fax up to one week before your child arrives at Muskoka Woods, without financial penalty. After this time, switching to a lower-priced program will incur a non-refundable processing fee.

## Laundry Service

Guests staying two or more consecutive weeks can register for our laundry service. They will receive a laundry bag during the week, which is picked up on the weekend and returned the following day. Counsellors are available to help younger guests use this service.

## Tuck Shop

The Muskoka Woods Tuck Shop is a treasure trove of goodies—from snacks to slushies to the latest Muskoka Woods clothing and gear. Parents are welcome to stop by the Tuck Shop on opening day to pick up souvenirs. Find the shop below the Music Hall patio.

## Spending Money

You are welcome to send your child to camp with spending money for the Muskoka Woods Tuck Shop. However, for your convenience, we highly recommend that you set up a Trust Account before your child arrives. We suggest \$40 per week. Any balance over \$10 will be refunded in September by cheque or credit applied to your VISA or Mastercard. Set up a Trust Account in one of three ways:

- a) include it with your registration
- b) mail a cheque to Muskoka Woods
- c) call our office with your VISA or Mastercard

## Lost & Found

To avoid losing belongings, please emphasize the importance of your child double-checking their luggage before departure from camp. If an item is missing, encourage them to check the Lost and Found (in the main office) before leaving. Label all items with your child's name.

## Security

Policies are in place to discourage guests from entering other guests' cabins. Since it is impossible for Muskoka Woods to guarantee that thefts or losses will not occur, we strongly advise that belongings be stored in a lockable suitcase or trunk. We do not assume responsibility for lost or stolen items.

## Leaving Property

If you plan to have friends or relatives pick up your children (besides those you have authorized on your registration form), you must provide written permission, including the details and your signature. Those picking up guests require photo identification. You must notify our office if your child will be leaving camp early or arriving late.

## Phone Calls & Homesickness

Homesickness is a natural and common occurrence. In our experience, homesickness is most prevalent at the beginning of the week and usually subsides by midweek. Since calling home often amplifies homesickness, younger guests (7-11) are not encouraged to call home unless you have notified us otherwise. If you permit your 7-11-year-old to call home, a staff member will accompany him or her. If you receive a call from your child, we suggest focusing on the fun they are having and the exciting things they are learning. When you call our office, we will take a written message and deliver it to your child daily.