

## HEALTH CARE CENTRE

Muskoka Woods maintains a Health Care Centre with several full-time nurses and a doctor. Our medical staff attend to all routine and emergency medical needs on a 24 hour basis. The Health Care Centre is open three times a day for medication and consultation. A completed health form including health insurance (OHIP or equivalent) is mandatory.

## MEDICATION

Upon arrival at Muskoka Woods, **please take all medication to the Health Care Centre.** Be sure to take the time to meet our medical staff. Should it be necessary for our doctor to prescribe special medication during your child's stay, parents will be billed for the cost of such medication.

## MUSKOKA WOODS STORE

In the Muskoka Woods Store you can find everything from snacks to the latest in Muskoka Woods clothing. You may want to treat yourself to a cup of frozen yogurt or dress it up with your favourite topping and enjoy our famous Muskoka Woods "Flurry". If it's a souvenir you are after, bring home a Muskoka Woods baseball cap or sweatshirt. The store is located below the patio of the Music Hall.

## SPENDING MONEY

If you would like your child to have spending money for the Muskoka Woods Store, for your convenience, we highly recommend that you set up a **TRUST ACCOUNT** for them. We suggest \$30 per week. Any balance remaining will be returned to the guest on the day of departure with a statement of account.

**Avoid the line-ups and set up your child's TRUST ACCOUNT prior to arrival by:**

- 1) including it with your registration (see the payment section on your form),
- 2) mailing a cheque to Muskoka Woods, or
- 3) calling the office with your Visa or MasterCard.

## LOST and FOUND

As children prepare to leave the resort and return home, they tend to misplace or forget some of their personal belongings. To avoid these losses, please emphasize the importance of double-checking their luggage. If they are missing an item, 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 guest's from entering other guest cabins. Since it is impossible for Muskoka Woods to guarantee that theft or losses will not occur, we strongly advise that belongings be secured in a lockable suitcase or trunk. **Muskoka Woods does not assume responsibility for lost or stolen articles.** Locks will be available to purchase at the resort.

## FOOD SERVICE

Meals at Muskoka Woods are served buffet style. Guests enjoy a wide variety of foods, including a full salad bar. Vegetarian meals are available upon request. Please inform us of your child's special dietary needs and we will be glad to accommodate them. At most meals, guests are seated with their cabin group. Due to the number of guests and staff with nut allergies, we ask that you do not send any snacks with your children containing nuts of any sort (including products containing traces of nuts or those made with peanut oil).

## EQUIPMENT and FACILITIES

Muskoka Woods strives for the highest quality of facilities and equipment. Equipment for all activities, **with the exception of B3, Hockey and Freeride**, is provided by Muskoka Woods. We strongly suggest that guests use the equipment provided unless they have selected B3, hockey, freeride or fanatic golf. Guests *may* bring their own equipment; however, Muskoka Woods cannot take responsibility for lost or stolen items. Muskoka Woods has over 70 buildings including a 12000 sqft indoor gymnasium with indoor climbing wall (called the Fieldhouse), 18000 sqft indoor gymnastics center, a concert hall, and the B3 skateparks. Muskoka Woods is located on over 1100 wooded acres and features 2800 feet of shoreline on Lake Rosseau.

## STAFF

Our caring and qualified staff members are selected through a rigorous application and interview process. References are assessed and a criminal record check is completed. A week of staff training is provided by Muskoka Woods. If you know someone who is interested in being a part of our team, have them contact our office in order to receive a staff application package.

## ACCOMMODATIONS

Guests are housed in cabins. The 7-8 year olds have 2 counsellors and as many as 8 guests in a cabin that includes washroom facilities. For 9-11 year olds, there are 2 counsellors and a maximum of 10 guests per cabin. Their washroom facilities, including hot water and showers, are a short distance from their cabin. Our 12-17 year old guests have one counsellor supervising a cabin of up to 12 guests. There are washroom facilities in the majority of their cabins.

## LEAVING PROPERTY

If you are planning to have friends or relatives pick up your children (other than those you have authorized on your registration form), written permission outlining the details and your signature is mandatory. Those picking up guests should be prepared with photo identification. Our office must be notified if your child will be leaving Muskoka Woods early or arriving late.

## EVENING PROGRAM and DISCUSSION GROUPS

Evening programs, designed specifically for each age group, will include wide games, scavenger hunts, talent shows, campfires and more. Our discussion groups and multimedia events communicate a message based on traditional Christian values and beliefs, giving each guest opportunities to wrestle with and discuss the real issues they deal with in life.

## PHONE CALLS and HOMESICKNESS

Homesickness is a very natural and common occurrence. In our experience, homesick periods are most prevalent at the beginning of the week and usually subside by mid-week. Since calling home often amplifies homesick emotions, our younger guests (**7-11 year olds**) are not encouraged to call home unless parents have notified us otherwise. If you permit your 7-8 year old to call home, a staff member will accompany them. Older guests (**12-17 year olds**) are welcome to use the payphones which are located throughout the resort. When parents call the Muskoka Woods office for their child, a written message will be taken and delivered to them during meal times. If you receive a phone call from your child, we suggest that you focus on the fun they are having and the sports and activities they are learning.

## MAIL and EMAIL

Mail and email is distributed daily. You may bring mail with you on your arrival, leave it in the office labelled with the guest's name, age or section and the requested day(s) it is to be delivered. Email sent to [guests@muskokawoods.com](mailto:guests@muskokawoods.com) should include the guest's name and age or section in the Subject line. Mail should be addressed as follows:

### Regular Delivery

Muskoka Woods  
Guest Name, Week(s) Attending, Age or Section  
P.O. Box 130  
Rosseau, ON  
P0C 1J0

### Courier Delivery

Muskoka Woods  
Guest Name, Week(s) Attending, Age or Section  
4585 Highway 141  
Rosseau, ON  
P0C 1J0

## CANCELLATION POLICY

For cancellations **before May 1, 2003, 50% of the deposit is non-refundable.** For cancellations **after May 1, 2003 up until 30 days prior** to expected arrival, **50% of total fees are non-refundable.** **Within 30 days** of scheduled arrival, the **full registration fee is non-refundable** unless a medical certificate accompanies the request. Please note that there is no adjustment in fee when a guest arrives late or leaves early. Substitution of another guest will not be permitted under any circumstances. This policy includes cancellations as a result of commitments and opportunities (i.e. sports tournaments, tryouts, travelling, summer school, etc.)

**Muskoka Woods is an accredited member of the Ontario Camping Association.**