

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 guest@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, 2004**, 50% of the deposit is non-refundable. For cancellations **after May 1, 2004** 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.