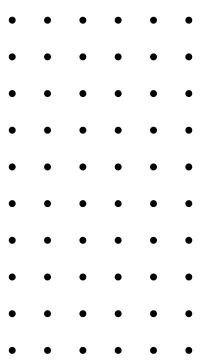


# **FRONTLINE**

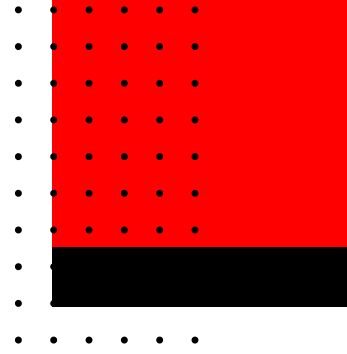
**ACTION**

## **PARENT HANDBOOK: YOUR GUIDE TO A GREAT CAMP EXPERIENCE**

[Frontlineaction.com](http://Frontlineaction.com)



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# WELCOME!

Welcome to Frontline Action's Easter & Christmas Camp!

We are excited to welcome your child to a thrilling indoor adventure filled with fun, friendship, and unforgettable memories! Designed for youth ages 7-13, our Easter and Christmas Camps offer an action-packed experience featuring bouncy castles, laser tag, Gelly Ball, and exciting team-based games—all in a safe and energetic environment.

With a focus on fun, teamwork, and active play, our experienced staff ensures that every camper feels included, engaged, and ready to make new friends. Whether they're bouncing, strategizing, or competing in fast-paced games, there's never a dull moment!

Thank you for choosing Frontline Action—we can't wait to make this a season to remember!

# MISSION & VISION

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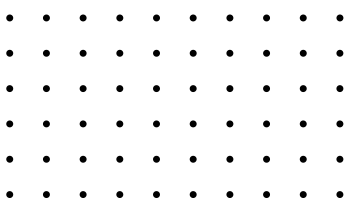
## Mission

Our mission is to create unforgettable experiences for every camper through engaging, action-packed activities that inspire confidence and teamwork. We aim to provide a fun and supportive environment where children can build friendships, develop new skills, and make lasting memories.

Through play and adventure, we foster curiosity, a love of active fun, and a strong sense of community.

## Vision

To provide a fun and supportive environment where children feel a strong sense of belonging while building confidence, teamwork, and resilience.



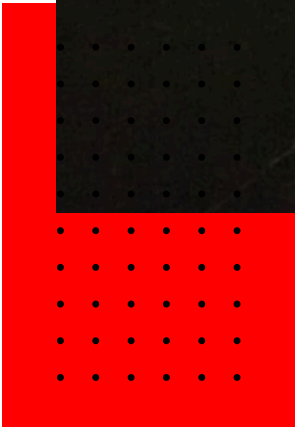
# CORE VALUES

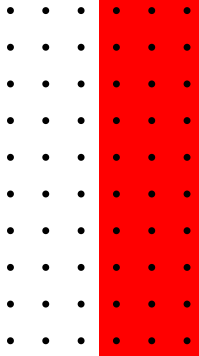
**Safety First:** We prioritize the safety and well-being of every camper.

**Inclusivity:** We celebrate diversity and ensure every child feels accepted and valued, regardless of their background, identity, or abilities.

**Growth and Independence:** We focus on activities that encourage self-reliance, leadership, and personal development.

**Community and Connection:** We build a supportive space where campers can create meaningful friendships and unforgettable memories.





# CAMP OVERVIEW

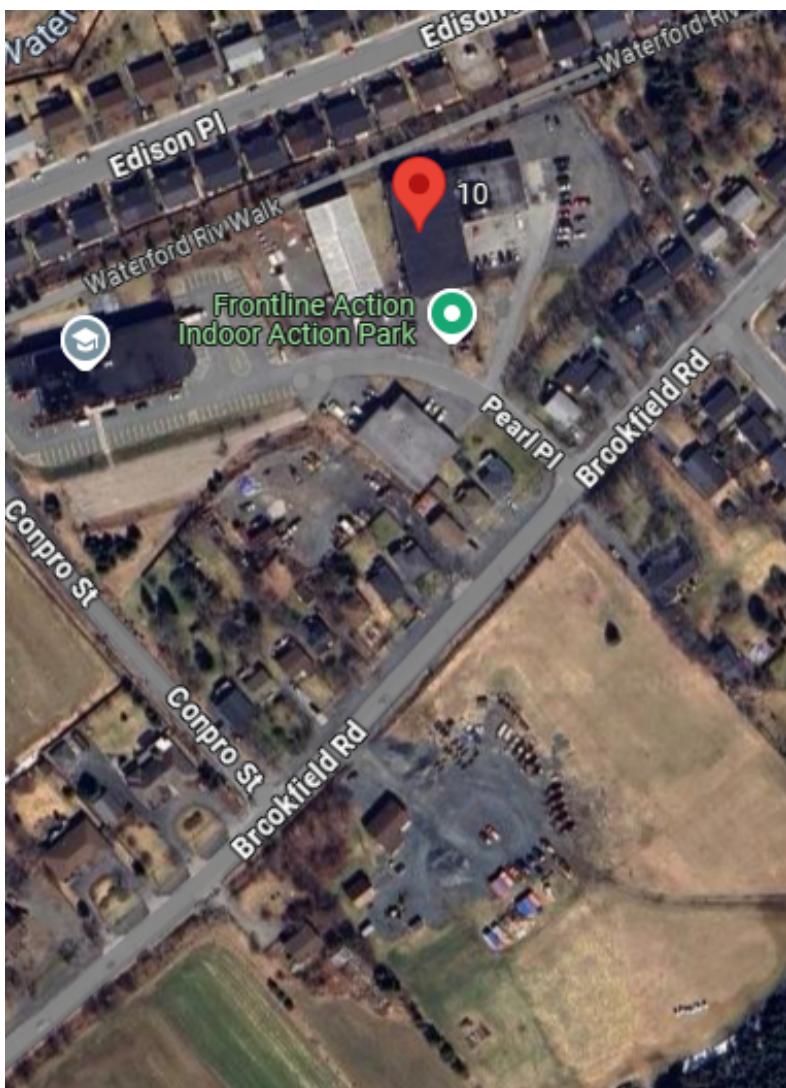
# WHO IS OUR CAMP FOR?

Frontline Action's Easter & Christmas Camps are designed for youth ages 7 to 13, as this age group is at a key stage in their social and physical development. At this age, children are eager to explore, build confidence, and engage in exciting group activities. We require all campers to be at least 7 years old, as younger children may not yet have the independence or understanding needed to fully participate in our fast-paced games and activities.

These camps feature bouncy castles, laser tag, Gelly Ball, and team-based challenges that require campers to follow instructions, work together, and stay actively engaged. At age 7, children are ready to develop teamwork skills, practice good sportsmanship, and fully enjoy the high-energy experiences we provide, ensuring a fun and safe environment for everyone.



# WHERE IS OUR CAMP



Indoor Field  
10 Pearl Pl,  
St. John's, NL  
A1E 4P3

# TIMES TO REMEMBER



## Full Day

Drop Off  
8:00 AM- 8:30 AM

Pick Up  
4:30 PM- 5:00 PM

## Late Pick Up (Extra Fee)

5:00 PM - 5:30PM



## Half Day(AM)

Drop Off  
8:00 AM

Pick Up  
12:00 PM

## Half Day(PM)

Drop Off  
1:00 PM

Pick Up  
5:00 PM



## Break Times

10:00 - First Break

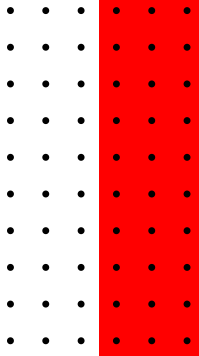
12:00 - Lunch

3:00 - Second Break

# WHAT YOU NEED TO BRING

- Long-sleeve shirt, jacket, or hoody (great for extra padding in activities like gellyball)
- Indoor Shoes: Comfortable, closed-toe shoes for indoor activities. These should be supportive and easy to move in.
- Lunch, Snacks, and Hydration: Pack a lunch and snacks for your child. There's a refrigerator available for perishable items and a microwave for reheating food. Healthy snacks and beverages are also available for purchase at the camp.
- Medications: If your child requires medication, please ensure they are packed with detailed instructions for how and when to use them. Camp staff are not trained to administer medication, so campers should have a basic knowledge of their medications.(See more in our medical policy)
- Money for Snacks: If your child wishes to purchase additional snacks, please send them with money. All snack purchases must be paid for by the end of the day.
- A refillable water bottle

**We suggest labeling all personal items to prevent any mix-ups during camp activities.**



# **POLICIES AND EXPECTATIONS**

# HEALTH & SAFETY

At Frontline Action, the safety and well-being of our campers are our top priority. We follow strict policies to ensure a safe environment for all participants.

## **Supervision & Safety Procedures**

Campers are supervised at all times, and safety guidelines must be followed during activities. Staff are trained in first aid, and emergency procedures are in place for incidents like injuries or severe weather. In case of a serious injury, 911 will be contacted immediately, followed by notification to the camper's parent or guardian.

## **Medical & Illness Policy**

Campers with medical conditions or allergies must provide details on the registration form. Staff are not trained to administer medications; campers must be able to self-manage their medication with reminder. If a camper is sick, they must stay home, and if symptoms appear during camp, they will be sent home.

## **Behavioral Expectations**

Campers must follow safety rules and treat others with respect. Bullying or unsafe behavior will not be tolerated. Consequences may include removal from activities or dismissal from camp.

## **Parent & Guardian Responsibilities**

Parents must provide accurate emergency contact information and medical details before camp. Parents should be reachable during camp hours for emergencies.

# BEHAVIORAL EXPECTATIONS

At Frontline Action, we aim to create a positive and safe environment. To achieve this, all staff, campers, guardians, and visitors are expected to demonstrate the following behaviors

**Respect:** Show consideration and understanding for everyone.

**Kindness:** Foster a welcoming and supportive atmosphere.

**Safety:** Prioritize the safety and well-being of oneself and others.

**Unacceptable Behavior:** Behavior that could harm oneself, others, or property or disrupt the camp's environment will not be tolerated. Staff will address incidents promptly and appropriately.

**First Step:** Staff will talk to the camper about the behavior and guide them to continue participating respectfully.

**Second Step:** If the behavior persists, the camper will be asked to take a short break from activities until they are ready to rejoin.

**Third Step:** Guardians will be informed by the camp coordinator, who will discuss ways to address the issue with the camper.

## Response to Repeated Incidents

**First Occurrence:** Guardians will communicate with the camp coordinator to discuss solutions and support.

**Second Occurrence:** The camper may be temporarily removed from the camp. A meeting with the camp coordinator and guardians will be arranged to develop an individualized behavior plan.

**Third Occurrence:** The camper may be removed from the program for an extended period or permanently, as decided by the camp coordinator.

# ARRIVAL AND DEPARTURE PROCEDURES

To ensure the safety and proper supervision of all campers, please adhere to the following guidelines:

**Sign-In/Sign-Out:** Parents or guardians must sign in and sign out their child(ren) each day. This ensures that all campers are accounted for during camp hours.

**Authorized Pick-Up:** Only individuals listed on the authorized pick-up list will be permitted to collect a child. A photo ID may be required for verification. If an individual not listed will be picking up your child, you must inform camp staff in advance via phone or email. For safety and security, under no circumstances will a child be released to someone not authorized by the parent/guardian.

**Unattended Drop-Off:** Children must not be left unattended. Parents/guardians should wait until a staff member is present and confirms receipt of their child. Leaving a child without confirmation from staff is prohibited.

**Early Drop-Off:** Campers can be dropped off no earlier than 15 minutes before the camp's official start time. During this time, staff will be available to supervise campers, but structured activities will not yet begin. Parents/guardians must wait until a staff member confirms receipt of their child before leaving the premises.

**Late Pick-Up:** If you anticipate being late for pick-up, please notify camp staff as soon as possible. A grace period of up to five (5) minutes is allowed; however, any time beyond this will result in a \$2.00 per minute late fee.

**Safety Procedures:** For the safety of all campers, if a parent/guardian arrives on-site appearing to be under the influence, we will follow safety protocols as advised by local authorities to ensure the well-being of the child. This may include involving law enforcement to prioritize the child's safety.

# CANCELLATIONS & REFUNDS

At Frontline Action, we understand that plans can change. While we strive to be flexible, our cancellation policy ensures fairness for all campers while allowing us to maintain high-quality programming. If you need to cancel a camp registration, the following refund guidelines apply.

Cancellations made more than 5 days before the camp start date will receive a refund minus a %25 administrative fee. If a cancellation is made less than 5 days before the camp start date, no refund will be issued unless due to a medical emergency.

If a camper withdraws due to illness or injury, a doctor's note must be provided to receive a full credit toward a future camp session. In the case of a family emergency, please contact us as soon as possible, and we will review refund or credit requests on a case-by-case basis.

Refunds will not be issued for dismissals due to disciplinary action, late arrivals, early departures, or homesickness. No refunds or credits will be provided for campers who fail to attend without prior notice.

If a camper fails to attend a session without prior notice, no refund or credit will be issued. Campers arriving more than 30 minutes late without prior notice may not be able to participate in certain activities.

If a camper needs to switch to a different session, they may do so at no additional cost if space is available. Requests for transfers must be made at least 3 days before the original session start date.

All refunds will be issued as a gift card, which can be used for future camps or games at our facility. No cash refunds will be provided.

# PHOTO & VIDEO

At Frontline Action, we love to capture the fun moments of our campers through photos and videos. These may be shared with parents in our private Facebook group and could also be used for future camp advertisements or promotions.

## Consent for Photos and Videos

When you register your child for camp, you'll be asked to give consent for photos and videos to be taken. By selecting "Yes," you agree that these images may be shared on our Facebook page and possibly used in promotional materials for future events or camps.

## If You Do Not Consent

If you do not want your child's photo or video to be used, please let us know by selecting "No" on the registration form. We also ask that you have a conversation with your child to make sure they know to step away if photos or videos are being taken.

Our staff will do their best to inform campers when photos or videos are being captured. However, it is ultimately the camper's responsibility to step away if they do not wish to be included. We do not want any camper to feel excluded, so our staff will encourage children to participate in activities without singling anyone out. Please note that while we will remind campers, it is not the responsibility of the staff to exclude a camper from a group photo or video.

**We aim to keep all campers' privacy in mind while capturing the exciting experiences at camp!**

# PERSONAL BELONGINGS

- **Personal Belongings:** Campers are responsible for keeping track of their own belongings. Please label all items (such as bags, coats, shoes, etc.) to help avoid confusion. Each location will have a Lost and Found area for any unclaimed items, and any unclaimed items will be donated at the end of each camp session.
- **Electronics:** To maintain a focus on camp activities and ensure privacy, electronics, including phones, tablets, and gaming devices, are not permitted to be used during camp programming. We encourage children to leave electronics at home. If a cell phone is brought for emergency purposes or communication with parents/guardians, it must be kept in backpacks and used only for communication. Frontline Action is not responsible for any lost, stolen, or damaged electronics.

# SNACKS & CANTEEN

At Frontline Action, we offer a variety of snacks and beverages for purchase at our camp canteen. Additionally, we provide a daily pizza lunch option, which includes a slice of pizza and a can of pop for an additional cost.

All food brought to camp must be nut-free, following the same guidelines as schools to ensure the safety of all participants. A refrigerator and microwave are available for use if needed.

Parents are encouraged to pack nutritious snacks and a refillable water bottle for their child. If your child wishes to purchase snacks or lunch from the canteen, please ensure they bring money for their purchases. All canteen purchases must be paid for by the end of the day.

# PAYMENT INFORMATION

At Frontline Action, we operate on a first-come, first-served basis and require timely payments to secure camper participation.

Please review the following payment guidelines:

- **Payment Deadlines**
  - All fees must be paid by the required due dates to ensure participation.
  - If payment is not received by the first day of camp, the camper will not be allowed to attend.
- **Commitment to Payment**
  - Parents/guardians are responsible for all fees associated with the days selected at registration, even if the child does not attend.
- **Failure to Pay**
  - Any unpaid fees will be subject to collection efforts.
- **Payment Methods**
  - Payments can be made in person, by phone, or EMT.
  - Accepted payment methods: Cash, Debit, Visa, MasterCard.
- **Email Transfer**
  - [shop@frontlineaction.com](mailto:shop@frontlineaction.com)
  - No password required
  - Campers name in notes

# THANK YOU FOR CHOOSING FRONTLINE ACTION!

We sincerely appreciate you for making Frontline Action a part of your family! Your trust and support mean the world to us, and we are committed to providing an unforgettable experience for your child.

Our goal is to make every moment at camp fun, engaging, and meaningful, ensuring that each camper walks away with new skills, great friendships, and lasting memories. We can't wait to embark on this adventure together and create experiences that will be cherished for years to come.

Thank you for being a part of the Frontline Action family!

