



Durham Arts Council School
Camp Policies / Frequently Asked Questions
Updated Fall 2024

How do I contact the DAC School?

If you don't know who to contact directly, you can reach us via email by contacting info@durhamarts.org or calling the School line at (919)560-2726. Please leave a message if we do not pick up and we will return your call as soon as possible. We do not return calls with no voicemail message left. For most questions about camp, you can email Arts Education Assistant Manager, Wendy Leigh, at wleigh@durhamarts.org or call at (919)560-2705.

When do you offer camps?

The DAC School offers both School Break & Summer Camps. We follow the DPS traditional and year-round calendars and offer camps on nearly every intersession, holiday, and teacher workday when our building is open.

Can my child drop in to any camps at the DAC School?

No. All DAC Classes/Camps require pre-registration and only registered students are permitted to attend.

When does registration open?

Registration opens on a seasonal basis, and more information about upcoming registration dates can be found on our website, on the back of each seasonal program catalog, or by calling (919)560-2726. The best time to register for camps is at least one month before the start date of the camp session you are interested in.

How do I register?

You can register online by clicking the 'Class + Camp Registration' button under the 'Creative Learning' tab on our website. You can call us at (919)560-2726 to register over the phone. If you prefer to mail in a registration form, you can find these on the last page of our seasonal catalogs and mail them to: Registrar, Durham Arts Council, Inc. 120 Morris St. Durham, NC 27701. You can register in person between 9:30am and 5:30pm, Monday – Friday in the Education Office, located on the main floor in the Durham Arts Council building.

We recommend registering as early as possible once registration opens for the upcoming session, as camps can fill quickly. Enrollment is guaranteed only by payment of your course fee and space availability. No one is reserved a registration space prior to the posted registration opening date/time for a given session.

Do you offer scholarships and/or discounts?

Yes. We offer sibling enrollment discounts for camps. Discounts available will apply in your cart when registering online. As funds are available, we also offer scholarships to youth and adult students to cover partial tuition in classes and camps for those with low income. Email us at wleigh@durhamarts.org for a scholarship application.

Are installment plans available?

Automatic installments of two equal credit card payments are available in the registration system. Installments are not available for 1- or 2-day workshops or activities costing less than \$100. The first payment for camps is due upon

registration and the second payment is charged to your account 15 days prior to the start of the camp session. A credit card must be used and kept on file for multiple payments.

Will I receive information after I register for my child's camps?

Basic information about your child's camp can be found on your registration receipt, including policies and what to bring. Registered families will also receive an informational email in the week prior to the start of each camp session, usually no later than the Wednesday before, to the account holder's email address used to register.

The camp we want is full! What should I do?

Add your child to the waitlist as soon as possible. You will receive a waiting list receipt with your waitlist position (i.e. what number you are on the waitlist) directly underneath the camp description on the receipt. If a space opens in the camp, based on your waitlist position you will be sent via email an invitation to complete registration and submit payment for the session. The invitation link will expire within 24 hours and if you do not register within that time, we will move down to the next person on the waiting list.

The registration invitation is the only time you would be contacted regarding your waitlist status. We do not send any other updates regarding waiting lists, so if you are on the waiting list and do not receive this invitation to register, you should assume that your child is not enrolled in the session and should not attend.

What should we bring to camp each day?

You can find a list of things to bring and avoid in the description of each camp session in our online registration system, as well as at the bottom of your registration receipt. You will also receive a reminder in the informational email sent the week before each session, but the most important things to remember are a morning snack and lunch that do not need to be refrigerated or microwaved, a filled water bottle, close-toed shoes and comfy clothes that can get messy - and avoid toys or electronics that can be a distraction for campers.

How does drop-off/pick-up work?

For youth camps (ages 5-12), the normal camp day runs from 9am to 3pm. Drop-off starts at 8am. Parents must accompany their child into the building each morning. Parking is available on the street in front of the building entrance on Morris St. as well as around the side of the building on Morgan St. Additional parking is available in the Manning Lot next to the DAC building. The Durham Centre Garage across the street is paid parking, but there is a 15-minute grace period that works well for drop-off/pick-up. When dropping off and picking up, we recommend leaving your flashers on to notify parking enforcement. The closer you arrive to 9am, the more difficult the parking becomes for drop-off, so we recommend coming as early as possible. You will check in with staff at the front desk and they will direct you from there. For pick-up, again parents must park and come inside the building. You will check your camper out either at the front desk or from their last class of the day, depending on the camp session, and more information about this will be included in your informational email you receive the week before camp starts. All authorized pick-ups must be noted on the roster and must show ID when signing campers out.

For Teen Intensives (ages 13-17), the time of each class varies. Students are welcome to be dropped off at the entrance to our building and may check themselves in directly with their class teacher. For pickup, teens will wait with their instructor at the building entrance for their authorized pickup to arrive and can leave with that person without any additional sign out requirements. If you would like to ensure that a parent signs out directly with the instructor, please come inside the building to do so and note that on your authorized pickup instructions in the registration system.

What happens if I'm late picking up my camper?

CAMP Late Pick Up Policy: Participants that are picked up after the closing time of camp will be charged a late fee. The fee is as follows: For participants who are registered until 3pm, a \$5 fee will be charged per family if participant(s) have not been picked up by 3:15pm and the \$25 daily rate per child for Afternoon Adventures if not picked up by 3:30pm. For participants who are registered until 5:30pm, once the parent/guardian is up to 15 minutes late a \$5 fee will be charged per family and \$25 if 30 minutes late or longer. Payment is due at the time of late pick-up.

I have an accessibility need I'd like to discuss before camp. Who do I contact?

Either before or after registration, you can contact the DAC School Director, Amanda Miller, for program accessibility needs. Call directly at (919)560-2735 or email at amiller@durhamarts.org

Where can I find your Camp Cancellation, Withdrawal, and Refund Policy?

You must agree to the DAC Camp Cancellation, Withdrawal, and Refund Policy when registering for each camp. Once registered, this policy can be found on your registration receipt. The policy is as follows:

Enrollment is limited in our courses and workshops, and your participation is important to us. Once you have enrolled, we are counting on you to attend. If DAC cancels a course, you will receive a full refund. Please allow 3-4 weeks for processing. Parents will be contacted by email for camp cancellations.

CAMP WITHDRAWAL/REFUND POLICY: Parents who need to withdraw their child/children from any Summer or School Break Camp, for any reason, should contact the DAC Education Office in writing to jbelle@durhamarts.org at least 2 weeks before the session begins. They may receive a full refund minus a \$30 service charge per two-week camp session per participant and \$15 service charge per one-week camp session per participant. Please allow 3-4 weeks for refund processing. These are the only circumstances the DAC will issue a refund. Parents who need to withdraw their child/children from any camp, for any reason, less than two weeks prior to the start date or after camp has begun should contact the DAC Education Office in writing. You will not receive a refund. You may transfer your remaining balance to another camp or course in the same term for any family member. DAC will transfer your child to a later session only if space is available. In the case of verified medical hardships, a credit may be given. A verified medical hardship is any condition, supported by documentation from a medical professional, that prevents a participant from attending the majority of an activity's session dates. Documentation of a medical hardship, such as a doctor's note, can be emailed to jbelle@durhamarts.org when submitting a withdrawal request and must clarify the participant's inability to attend the majority of the activity's session dates. DAC will not extend credit or provide make up classes for occasional classes missed due to illness or other circumstances. DAC must be contacted in writing before the camp ends for a credit to be considered for a verified medical hardship. Any credit you receive from DAC will be valid for one year from the date you notify us and must be used by someone on the same account as the original registrant.

What is your inclement weather policy?

You can find a copy of this policy on your registration receipt. The policy is as follows:

CLASS AND CAMP INCLEMENT WEATHER POLICY: In case of inclement weather, DAC classes will be cancelled if the DAC building is closed. Students should call 919-560-2787 for building closures. If the DAC building is open or on a delayed opening / early closure during inclement weather, classes may be cancelled on a case-by-case basis and students will be contacted by their instructor or DAC staff. In most cases DAC will schedule a makeup class for classes cancelled due to inclement weather. On occasion, the class session may be moved online.

My child is not feeling well or was exposed to illness, what should I do?

In the event of a positive test result for a contagious illness, such as COVID-19 or the flu, the participant must isolate for a minimum of 5 days, have improving symptoms, be fever free for 24 hours without the use of fever-reducing medication, and test negative for the illness before returning to class. In the event of an exposure but no symptoms and testing negative for the illness, the participant may attend camp wearing a mask covering their nose and mouth for 10 days.

If a participant in a class or camp tests positive for a contagious illness, such as COVID-19 or the flu, we ask that it is reported to the DAC School Director (amiller@durhamarts.org) immediately. Contagious illness protocol is subject to change based on current guidelines.

DAC will not extend credit or provide makeups for occasional activities missed due to illness or other circumstances.

What is the DAC Photo/Video Policy?

You will have the opportunity to opt in or out of Photo/Video permissions with each class/camp registration. The permission policy reads as follows:

PHOTO / VIDEO PERMISSION: I grant permission to Durham Arts Council, Inc., its agents, and its employees the irrevocable and unrestricted right to produce photographs, video, or other digital media taken of my child, myself, and members of my family while at Durham Arts Council for any lawful purpose including publication, promotion, illustration, advertising, trade, or historical archive in any manner or in any medium by Durham Arts Council, Inc. I hereby grant Durham Arts Council, Inc. permission to use all photos, videos, or digital media without payment or other consideration to me. I understand and agree that all photos, videos, and digital media will become the property of Durham Arts Council, Inc. I hereby irrevocably authorize Durham Arts Council to edit, alter, copy, exhibit, publish, or distribute these photos, videos, or digital media for any lawful purpose. In addition, I waive any right to inspect or approve the finished product wherein my/my child's/my family's likenesses or voices appear. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photos, videos, or digital media.

Where do I find the DAC Liability/Indemnity Waiver?

You will sign a copy of this waiver annually in our registration system. It is required to participate in any DAC classes/camps. The policy can be found on your registration receipt. The waiver reads as follows:

LIABILITY / INDEMNITY WAIVER: I understand that Durham Arts Council programs have inherent risks, and understanding and acknowledging those risks, I hereby assume all risks and hazards incident to my participation/my child's participation in all Durham Arts Council programming and programming provided by third party vendors. I agree to waive any liability arising out of any actual, alleged, or threatened infectious, pathogenic, toxic, or other harmful properties of any "organic pathogen", which includes but may not be limited to bacteria, viruses or other pathogens whether or not a microorganism, regardless of whether such "organic pathogen" is the result of a local outbreak, epidemic, pandemic or unknown cause. I further waive, release, absolve, indemnify and agree to hold harmless the Durham Arts Council and its employees, board, contractors, volunteers, and vendors, and The City of Durham, as well as all persons or parents transporting participants to and from activities, from any legal claims, liabilities, damages and costs for any physical injury, illness or damage to my personal property sustained during my use/my child's use of Durham Arts Council property and/or my participation/my child's participation in any Durham Arts Council activities. In the event of an emergency, I give my permission to Durham Arts Council, Inc. to call for Emergency Medical Services (911) and/or to select a physician to secure proper treatment for me or my child.

By signing this document you are giving your permission for you or your child(ren) to participate in Durham Arts Council programming and agree to the above policies. If you do not sign this form prior to the start of the program that you or your child(ren) is/are registered for, they will not be able to participate.