



FREQUENTLY ASKED QUESTIONS

Snacks? Lunch?

Snacks, lunch and drinks are included in our one/day holiday camps. We will serve food from local Richmond District restaurants and fresh fruit for snack. We do have refrigeration on site if you would like to pack a lunch for your child.

Hi-Five is nut free.

Timing? Drop Off Pick Up?

A typical camp day begins with drop off at 8:30am and the regular camp day ends at 3:00pm. Extended care for camp is offered until 5:15pm (an extra fee applies for extended care). A \$2.00 per minute fee will be assessed on any pickup that occurs after 5:30pm. (Example: if a child is picked up at 5:35pm there will be \$10 fee assessed.)

Refund/Cancellation Policy:

No refunds will be issued on camp registrations, for any reason, once the registration has been processed. We may issue a credit toward future program.

What Happens If We Miss Day?

Camp days are not transferable. If you are unable to attend a particular day of the week of camp your child is registered, no refunds or credits will be issued.

What If Our Plans Change And We Need To Switch Weeks?

Camp weeks are not transferable and/or may not be switched to another week. If you register for a week of camp that week is when we will expect your child. We have a limited number of spaces for camp and cannot accommodate any switching of weeks.

Eligible For Coupon Code Usage?

Eligibility varies but typically these programs are eligible for coupon discounts.

Age Minimum? How Strict Are You?

We are firm with our age minimum when it comes to camp. It is a long day, and/or week, and in terms of maintaining physical stamina it can be a big task for the youngsters. We do take many breaks but there is no nap time session. Also, we are not a day care program so all children must be able to handle all aspects of their bathroom visits without coaches assistance. Hi-Five Sports Zone reserves the right to cancel, without refund, the registration of any child who is not of minimum age for that particular program. **Please read age minimums carefully before registering for any program.**

Can We “Hold” Spots?

Unfortunately, we cannot “hold” spots by verbal or written request. The only way to guarantee your spot is to register while registration is available. Once we have reached our limit for camp, registration will be removed from the website and we will start the waiting list.

What If A Program Is Sold Out? Is There A Wait List?

If a program is “sold out” registration will be removed from the website. There is no wait list.