



Virtual Camp at Frost Science Frequently Asked Questions (FAQ)

How do I register my child(ren) for virtual camp?

Registration is completed online. Please note that separate registrations are required per camper. The cutoff time for registrations for each camp is listed on the event calendar page. Depending on capacity, late registrations may be accepted over the phone; however, please note that the camper might not be able to pick up their activity materials until the following business day. Please call in advance to see if there is space at (305) 434-9564.

Do members get a discount for virtual camp?

Yes, with a Frost Science membership you get a \$35 discount off of your child(ren)'s virtual camp registration(s) per week. Not a member, not to worry! You can add a membership to your camp registration.

We encourage you to visit <https://www.frostscience.org/membership/> for more membership information. You must be a member and be logged in to your online membership to receive the member discount on camp registrations. This discount only applies to camp registration and does not apply to any extras such as camp T-shirts or a science goodie bag.

How much is virtual camp at Frost Science?

Virtual camp is available for grades Pre-K to 5 and is \$225 per week (\$180 for camps on 4-day holiday weeks) for non-members and \$190 per week (\$152 for camp 4-day holiday weeks) for Frost Science members, including all materials needed for planned activities. Please visit our virtual camp webpage for more information regarding weekly topics.

If you are not a member and would like to become one, you can add a membership when you register your child for a camp. All fees must be paid at the time of registration via credit card. Membership discount cannot be combined with other discounts.

We understand that there may be cases when two campers (siblings or close friends) may want to attend virtual camp together from the same location. A separate registration will need to be completed per camper to receive individual materials kits. Otherwise only materials for one camper will be provided. Please note, a science goodie bag is not a materials kit.

Add-ons to your registrations are available including a Frost Science camp T-shirt for \$10 per shirt and a science goodie bag for \$15 per bag. Science goodie bags include fun science-theme items, such as science-themed bookmarks, slime, and more. These must be purchased in advance and will be included in your materials kit at pick-up.

How are virtual camp sessions facilitated?

Campers registered for virtual camp will receive a Zoom meeting ID for their assigned virtual group for the week. Campers and/or caregivers are responsible for connecting to the Zoom session themselves. Sessions will follow a specific schedule provided and will be hosted live by a Frost Science educator. Materials needed for the activities are included in the camp registration and will be available for pick-up at the museum each week on the Friday (9:00 a.m. to 6:00 p.m.) prior to the camp session. Alternatively, materials kits can be shipped to the camper's home for a flat rate shipping and handling fee of \$20. This fee is paid at the time of registration.

What should I do if I have having trouble connecting to a session?

For immediate help please email virtualprograms@frostscience.org, this account will be monitored continuously between 9:15 a.m. and 3:15 p.m. on camp days and a Frost Science team member will respond to your request as soon as possible. If you are having further difficulties, you may also contact the camp registrar at 305-434-9564 or camp@frostscience.org.

Please note that the museum will provide login instructions for the Zoom video sessions, but is not responsible for technical support due to, but not limited to, loss of internet at your home, personal equipment malfunctions including web camera, computer microphone, and computer, or errors due to antivirus software on your computer/tablet. Please join us for our trial run-through session provided by email prior to the start of camp to help ensure your virtual camp sessions will run smoothly.



What does a typical week at virtual camp look like?

Campers will be engaged in the theme of the week through hands-on activities, special experiences such as guided virtual museum tours and educational videos throughout the sessions.

Campers in grades Pre-K to 5 will have five engagements per day, including morning introductions with show and tell, a special museum experience, two hands-on activities, and a reflection/learning journal to wrap up the day. The engagements will take place on a set schedule between the hours of 9:30 a.m. and 3:30 p.m. with breaks built in.

Who are the teachers and staff that will be with my child?

The camp instructors are trained museum education facilitators, including scientists and program developers in the given theme. All camp instructors are trained by the camp director, Daniella Orihuela, who is the Director of Educational Programs for the museum. They will be trained in strategies and techniques for incorporating inquiry-based learning into a web-based learning experience, classroom management and accessibility.

What materials will be provided for my child to complete their activities?

Each registered virtual camper will receive a materials kit per week as part of their registration. This kit will include an assortment of class tools and supplies needed for completion of camp experiments and activities with the exception of select materials, such as tap water. Please note that specific color or pattern requests for materials may not be accommodated. Households will be responsible for providing their own internet connection, computer and/or handheld device to connect to the Zoom platform daily.

What is your behavior policy for campers?

Good behavior is a key component to a successful camp experience. In an effort to provide all campers with a safe and fun filled camp experience, it is important that all campers exhibit proper behavior and etiquette. Campers are expected to respect and listen their instructors and fellow campers at all times. Inappropriate, disruptive, and/or aggressive behavior while at camp will not be tolerated. Examples of inappropriate behavior include, but are not limited to: name calling, foul language, arguing, disrespectful actions, and cyber-bullying.

The Phillip and Patricia Frost Museum of Science reserves the right, upon notification of parents, to dismiss any student during any sessions for conduct that is deemed detrimental to the well-being of other students, staff, or to the overall operation of the virtual camp. No refund/credit will be issued if your child is dismissed.

How will the camp handle special needs?

All Frost Science camps are inclusive. Thus, any camper with special needs is welcome. It is requested, if possible, for the parent to disclose any special needs of their child in advance of the first day of camp to the camp director, Daniella Orihuela at (305) 434-9569 or dorihuela@frostsscience.org, so that the staff can be properly trained and prepared to ensure a fun, educational experience during the sessions. This information will only be shared with the camp instructor and select camp staff. The camp instructors and staff will do their best to adapt their lessons as needed to accommodate all children; however, please note that a virtual platform does focus more on learning through visual guidance and conversation. We aim to incorporate multiple learning styles and techniques throughout our sessions to ensure a broader and friendlier learning environment for all our campers.

What is your cancellation policy?

Classes that do not meet minimum enrollment requirements are subject to cancellation. If we must cancel your class, we will contact you to inform you of other classes or educational program options.

Withdrawals?

If a student withdraws from a class for which they are registered before the first day of session, a museum credit will be given (minus the cost of the materials, if they have already been picked up). This credit will be good for one year from the date of issue and may be applied to a Frost Science camp or educational program. If a student withdraws from a class for which they are registered after the first day of session, there will be no credit of refund.

**Absences?**

It is up to the camper and their parent/guardian to connect to virtual camp sessions. Absences may not be “made up” by having your child(ren) attend another camp on a different day, nor will you receive a refund for any missed days/engagement sessions.

Who do I contact if I'm having a problem situation with the virtual camp program?

Please notify Daniella Orihuela, Camp Director, at 305-434-9569 or dorihuela@frostscience.org, if your child is having a problem at camp. We want your child to have an enjoyable and rewarding virtual camp experience. With your help, we can ensure that all campers are at ease and comfortable.

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