

# MA-HE-TU FAMILY HANDBOOK 2025



We have put together this handbook to help you get ready for your camper's stay with us and to explain some basic camp procedures.

We are an [American Camp Association \(ACA\) accredited](#) camp. Many of the procedures, policies, and requirements outlined in this manual have come **directly** from the ACA standards.

If we missed your question, please do not hesitate to contact us at [info@mahetu.org](mailto:info@mahetu.org) this winter and spring, or at the camp office (1-845-942-4508) starting June 29.



**Please note - this document is subject to change.**

Refer to the [Forms Page](#) on our website shortly before attending camp to review the latest version.



Last Updated: 5/1/25

Information updated for 2025 is identified by a green megaphone!

# TABLE OF CONTENTS

IMPORTANT DATES & PRE-CAMP CHECKLIST .....	3
REQUIRED FORMS .....	4
DETAILED FORM INSTRUCTIONS .....	5
MEDICATIONS.....	7
TIPS FOR FIRST-YEAR FAMILIES .....	8
BUNK REQUESTS.....	10
CRITTERS AT CAMP .....	11
HEALTH AND SAFETY .....	12
PREPARE FOR CAMP .....	13
Cell Phone and Device Policy.....	13
BEHAVIOR AND CONDUCT .....	15
PACKING FOR CAMP .....	16
Laundry.....	16
Things You MAY NOT Bring.....	16
PRINTABLE PACKING LIST .....	17
PACKING FOR CHECK-IN .....	18
GETTING TO CAMP .....	19
Directions by Car.....	19
Public Transportation.....	20
CHECK-IN DAY.....	21
ARRIVAL TIMES.....	21
KEEPING IN TOUCH.....	23
COMING TO THE NEXT SESSION? .....	24
CHECK-OUT DAY .....	26
PAYMENT AND REFUND POLICY.....	27





# IMPORTANT DATES & PRE-CAMP CHECKLIST

If **Session 1 (July 6 – July 19)** is your first session:

	<b>Task</b>	<b>Date / Due Date</b>
<input type="checkbox"/>	Attend an Open House (recommended for first-year campers)	Virtual or In-Person (April – June)
<input type="checkbox"/>	Visit doctor for physical exam and MD form	Before Sunday, May 11
<input type="checkbox"/>	Complete and submit all required forms	Sunday, June 8
<input type="checkbox"/>	Receive Check-in and Check-Out Time Slot via email	Approx. June 29
<input type="checkbox"/>	Session Start Date – Check-In Day	Sunday, July 6
<input type="checkbox"/>	Session End Date – Check-Out Day	Saturday, July 19

If **Session 2 (July 20 – August 2)** is your first session:

	<b>Task</b>	<b>Date / Due Date</b>
<input type="checkbox"/>	Attend an Open House (recommended for first-year campers)	Virtual or In-Person (April – June)
<input type="checkbox"/>	Visit doctor for physical exam and MD form	Before Sunday, May 25
<input type="checkbox"/>	Complete and submit all required forms	Sunday, June 22
<input type="checkbox"/>	Receive Check-in and Check-Out Time Slot via email	Approx. July 13
<input type="checkbox"/>	Session Start Date – Check-In Day	Sunday, July 20
<input type="checkbox"/>	Session End Date – Check-Out Day	Saturday, August 2

If **Session 3 (August 3 – August 16)** is your first session:

	<b>Task</b>	<b>Date / Due Date</b>
<input type="checkbox"/>	Attend an Open House (recommended for first-year campers)	Virtual or In-Person (April – June)
<input type="checkbox"/>	Visit doctor for physical exam and MD form	Before Sunday, June 8
<input type="checkbox"/>	Complete and submit all required forms	Sunday, July 6
<input type="checkbox"/>	Receive Check-in and Check-Out Time Slot via email	Approx. July 27
<input type="checkbox"/>	Session Start Date – Check-In Day	Sunday, August 3
<input type="checkbox"/>	Session End Date – Check-Out Day	Saturday, August 16



# REQUIRED FORMS

Visit the [“Forms + Documents”](#) page on our website for more information.

Our Health Care Director and Health Care team will review the forms to make sure that they are accurate and complete. They will contact you after reviewing your forms with any questions, clarifications, or edits that you may need to make. Reviewing the health forms before camp saves valuable time during the check-in process and allows our staff to properly prepare for your camper’s stay with us.

All complete forms must be submitted for review **no later than 4 WEEKS** prior to the session start date.

Contact [info@mahetu.org](mailto:info@mahetu.org) ASAP if you do not think you will meet this deadline.

Forms are considered “complete” when:

1. All questions on all forms have been answered to the best of your knowledge,
2. Online forms through UltraCamp have been digitally signed by a parent/guardian,
3. All scanned documents are legible and accessible within UltraCamp, and
4. All 3 pages of the Health Recommendations Form are completed and signed by your camper's doctor.

## Late Fees:

Failure to submit COMPLETE forms by the due date will result in late fees being assessed to your account. Starting with the 7th day after forms are due, your account will be assessed \$10 for every day that forms are outstanding.

- This fee is assessed PER camper.

- Campers will not be allowed to attend camp with an outstanding balance.

- Our goal is to collect your forms - not your late fee - so that the nurse has ample time to review the information you provide so we can best support your camper. Fees collected in this process will be allocated to our Scholarship Fund.



## 2025 Due Dates:

Session 1 Forms are due: **June 8**

Session 2 Forms are due: **June 22**

Session 3 Forms are due: **July 6**



## Reminder

The Board of Directors (and, therefore, the Health Care team) is all-**volunteer**. Please be respectful of their time by submitting forms on time and responding to inquiries and corrections in a timely manner.

If you have any questions, please us at [info@mahetu.org](mailto:info@mahetu.org).

# DETAILED FORM INSTRUCTIONS

## Electronic Forms:

The following forms are available to fill out digitally through your UltraCamp account. Progress in the forms can be saved if you need more time or information. All forms will be considered incomplete until signed. Forms need to be in a “complete” status one month prior to the session start date.

- **Camper Health History** – Medical history, restrictions, parental consents
- **Allergies**
- **Diet & Nutrition**
- **Camper Profile** – Likes, dislikes, and accommodations
- **Immunization Dates** – Date of last tetanus and COVID-19 vaccines
- **Immunization Requirements** – Attestation of vaccines and meningococcal declaration



## Authorized Pick-Ups:

All campers must have at least 1 (one) designated person who is authorized pick-up your camper on file (in addition to the primary contact). If a child has a suspected or confirmed communicable disease, they will need to be picked up from camp within 6 hours. We ask that everyone have a local backup who can pick up your camper. We will not release a camper to someone other than the person that checked them in unless it is specified on your UltraCamp account.

## Scanned Documents:

- **Health Insurance Card** – Copy **both** sides of the card
- **Immunization List** – doctor’s office should provide during MD form completion

## Health Recommendations (MD Form):

There are 3 total pages to be completed by a licensed medical professional (Medical Doctor, Nurse Practitioner, Physician’s Assistant). This is an ACA-approved health form and is required by the New York State Department of Health (NYSDOH). Substitute forms (sports or school physicals) will **NOT** be accepted.

**Step 1:** Make an appointment with your doctor’s office (earlier than you think) to secure an appointment at least 8 weeks prior to the session start date.

**Step 2:** Download a personalized, barcoded form from the [Document Center](#) on UltraCamp.

**Step 3:** Attend your appointment with the doctor – but check their work!

1. Ensure they fill out every question and checkbox.
2. Ensure they initial or sign EVERY PAGE
3. Ensure the medications listed are accurate – time of day, dose, etc.
4. Make sure you get a copy of your camper’s immunization record

**Step 4:** Send in the form using one of the preferred methods below:

1. Scan the pages with a scanner or your phone camera. Ensure the image is in focus and all 4 corners of the page can be seen. Upload to your camper’s account in UltraCamp. This is the preferred method as it eliminates most technical issues.
2. Have the doctor’s office fax the forms using the attached cover page. They should not use a separate cover page. While convenient when it works properly, this method can fail.

## Page by Page Details:

### Page 1: Camper Physical Exam Date, Immunizations, Restrictions

A physical exam is required by the NYS Dept. of Health within 12 months of attending camp. This is required by the NYSDOH.

### Page 2: Individualized Standing Orders (ISO)

By law, the camp nurse cannot administer **ANY** medication, prescription or over-the-counter, unless ordered by the doctor. The ISO form allows your doctor to approve all medications that could potentially be given to your camper during their stay with us.

Ask your licensed medical professional to approve and initial all standard medications listed on the form. We stock all of these at the camp health center (Advil, Benadryl, Pepto Bismol, etc).

### Page 3: Medications

Ask your licensed medical professional to order any prescription meds your camper needs regularly, **as well as any over-the-counter medications** you plan to send with your camper (not already provided by Camp Ma-He-Tu), like vitamins or allergy medication. Read the Medications section of this handbook thoroughly if you are sending medications with your camper.

**\*\*\* Note:** All of your camper's medications – both prescription and over-the-counter – must be brought to camp in their **original packaging**. Meds will be stored in the camp health center and will be dispensed by the nurse. By law, we cannot administer drugs from plastic bags or pillboxes.



Any medications (prescribed and over the counter), supplements, vitamins, and ointments found in the possession of a camper, are subject to confiscation.

**Parent/Guardian's inability to provide appropriate documentation by a Licensed Medical Professional may result in the delay of the medication administration, of which the camp nurse and staff will not be held liable.**

# MA-HE-TU

Registrar: (631) 351 - 1657  
Email: [info@mahetu.org](mailto:info@mahetu.org)  
Website: [www.mahetu.org](http://www.mahetu.org)



**Camper Health Recommendations**  
(To be completed by a Licensed Medical Professional)

Camper Name:	<u>Test</u> <small>(Last Name)</small>	<u>Camper</u> <small>(First Name)</small>	<u>K</u> <small>(Middle Initial)</small>	Date of Birth:	<u>04/01/14</u> <small>(MM/DD/YY)</small>
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**Physical Exam:**  
NYS Dept of Health requires a complete physical exam within 12 months of attending camp.

Date of Last Physical Exam: 03/14/24

Weight: 75 lbs.    Height: 55 inches    HR: 68 bpm    BP: 100 / 66

**Health Conditions:**  
Please describe any current conditions the camper is being treated for and if those treatments or therapies will need to be continued at camp:

None    Asthma - well controlled, will send inhaler

**Restrictions:**  
Do you feel that the camper will require limitations or restrictions to activity while at camp?

No     Yes (Describe restrictions and recommendations below or include attachment)

**Immunization History:**  
**Attach** a copy of the camper's immunization record. The following vaccines are required or strongly recommended (indicated by a \*) to attend camp: attached

- Diphtheria, pertussis, and tetanus (DPT)
- Hepatitis B
- Meningococcal (MenACWY) for children over 11 y.o.\*
- MMR or Measles, Mumps and Rubella
- Varicella
- Covid-19\*
- HiB - haemophilus influenzae type B
- Poliomyelitis

**Allergies:**

No Known Allergies     Environment (specify):

Food (specify): strawberries - hives     Other (specify):

Medications (specify):

*If allergy noted, describe previous reactions. Submit Emergency Action Plan, if applicable.*

Does this camper require an EpiPen?     Yes     No

If Yes:     EpiPen (0.3mg/0.3ml) IM     EpiPen Jr (0.15mg/0.15ml) IM

**SIGN HERE PLEASE!** 

**PROVIDER INITIALS:** MD

Page 1 of 3

# MEDICATIONS

## Dispensing

ALL medicines, including over-the-counter (OTC) medications, vitamins, ointments, and supplements, **MUST be dispensed by our nurse**. The nurse dispenses daily medications (both prescriptions and OTC medications) at regular times throughout the day: during meals (8:30am, 12:30pm, 6:30pm) and before bedtime (9:30pm). Campers are not allowed to keep ANY medication in their cabin/tent, with the exception of emergency inhalers and Epi-Pens (with physician approval).

## Stocked Meds

Our Health Center stocks a full array of over-the-counter medications, and our nurse is ready to administer these when needed: antihistamines, pain relievers, antacids, topical itch relievers, and antibiotic ointments, for example. Please **do not send these to camp**. Your doctor will need to approve or deny these medications (called Standing Orders) on Page 2 of the Health Recommendations form.

## Prescriptions

ALL other medication your camper needs must be prescribed by your camper's doctor on **Page 3** of the Health Recommendations form. This includes prescriptions, vitamins, supplements, ointments, over-the-counter medication (like allergy medicine), inhalers, etc. When in doubt, have them include it here.

## Bringing Meds to Camp

Camper medication, both prescription and over-the-counter, must be delivered to the nurse in **pharmacy-labeled bottles and/or the original packaging** or they will not be accepted. By law, we cannot administer medication from plastic bags or pill boxes. ALL medications in ORIGINAL bottles should be put in a ziplock bag with your camper's name to turn in to the camp nurse upon arrival at camp. All medications being dropped off must have a matching prescription from your doctor. NO medications are allowed in the cabins. Do not pack medications in your child's luggage. Any medications (prescribed and over the counter), supplements, vitamins, and ointments found in the possession of a camper, will be confiscated.

## Vitamins and Supplements

If your camper does not absolutely *require* daily vitamins, supplements, or any other over-the-counter remedy at home, please do not send such medications to camp. Do NOT send gummies! Please avoid liquid meds when possible. We do so much during the day that we don't need extra melatonin to sleep! If these daily OTC medications are **absolutely necessary**, they need to be prescribed by your doctor and dispensed by our nurse.

## Your Camper's Medication Regimen

We strongly recommend that you **do not make any changes** to your camper's prescription medication regimen within **two months** of attending camp. Do NOT plan to take any medication "vacations". Especially for psychotropic drugs, starting a new prescription or interrupting a long-term drug treatment (e.g., ADHD medications) can be detrimental to a child's success at camp. Please make sure your camper's prescribing physician knows that they will be attending camp so you can plan accordingly. We want our campers to be as successful as possible! If your camper needs the meds for school, they need them for camp.

## Medication Changes

We cannot administer medications that have not been approved by your physician. If your camper is prescribed a new medication (or has made changes to an existing prescription) **after submitting your health form**, you MUST alert the camp staff by emailing [info@mahetu.org](mailto:info@mahetu.org). Parent/Guardian's inability to provide appropriate documentation by a Licensed Medical Professional may result in the delay of the medication administration, of which the camp nurse and staff will not be held liable.

# TIPS FOR FIRST-YEAR FAMILIES

We want all campers to have a successful and positive experience. Here are some things you can do ahead of time to help your camper toward this goal.

## Attend an Open House

Check-in day goes by fast! Our staff do a GREAT job making campers feel welcome on the first day, however, we want to ease any anxiety that comes with new experiences and new surroundings.

Therefore, we **highly recommend that new families attend an Open House during the spring**. Not only will you be able to tour our facilities, but you will have direct access to one of our experienced Board Members who can answer all your questions!

Visit the [Open House page](#) on our website to view upcoming dates and to RSVP.



## Homesickness

When you are talking to your camper about the upcoming camp session, always be **positive and encouraging**. Please refrain from promising your camper that you will “come pick them up” if they are unhappy. Your display of confidence (or doubt!) will be contagious. Your camper will take the lead from you, **so plan for success!**

If your camper expresses concern about “homesickness,” try to steer them away from using that term—it sounds like it is something out of their control that will overcome them like an illness. You can say something like, “Of course, you might miss me sometimes. That’s perfectly normal. But you’ll still have a good time, and you’ll get to do things that you wouldn’t get to do if you were sitting at home.”

Homesickness is common among campers of all ages, however, a majority of campers can successfully “overcome homesickness” through the support of their camp counselors and new friends. They do this by getting involved in new activities and old favorites, by learning how to keep their mind on other things at mealtime and bedtime when those feelings are often strongest, and by taking things one day at a time.

Rest assured that we will contact you by phone if something is significantly impacting your camper’s ability to enjoy the camp experience. If you should receive a letter that indicates your camper has been homesick, please give us a call. In most cases, the episode is over before the letter reaches home, but your call will help alert us to any potential problem.

## Practice Independence

If you have a young camper or one who has not been away from home much in the past, here are some different ways to “practice” for camp. Feel free to try any that seem relevant for your camper.

- Schedule some overnight stays at the houses of friends or relatives. Just as you will for camp, you can demonstrate your confidence in the situation and in your camper’s ability to go it alone by resisting the urge to send a cell phone along “just in case you need me.”
- Since campers will have to carry their toiletries with them to the bathrooms here at camp, you can set up a practice scenario at home by clearing the soap, shampoo, towels, toothbrushes, etc. out of the bathroom and having your camper pack a toiletry container to carry to and from the bathroom for a few days.
- You can even practice mealtimes. We serve entrees “family-style” and have a cereal and salad bar. Let your camper practice fixing their own plate from the dishes on the table and picking healthy choices from a buffet. Discuss “taking what you can eat and eating what you take” to minimize waste.

## Essential Requirements

We want your camper to succeed! In order for all of us to have a fun and successful summer, campers should be able to meet the following essential requirements during their time at camp.

- ✓ Listen to and comprehend oral communication
- ✓ Camp is very hilly - campers will need to be able to move independently throughout camp across rocky and rough terrain
- ✓ Be comfortable in an outdoor or natural setting
- ✓ Exhibit self-control and self-regulation
- ✓ Recover from setbacks and challenges in a developmentally appropriate way
- ✓ Function and thrive in a community with little personal space
- ✓ Camp can be very loud - campers should be comfortable in stimulating environments or know when to ask for a break
- ✓ Respect and obey rules and authority figures
- ✓ Effectively interact in a peer group and with counselors
- ✓ Independently meet personal care and hygiene needs (bathing, toileting, dressing, diet management, etc.)
- ✓ Self-manage chronic illnesses or allergies (with medication help from the nurse, of course)

If your camper is not able to do any of the above, or you are not sure if your camper is ready for sleepaway camp, please give us a call to discuss how we can best support them. Unfortunately, we are unable to safely accommodate some complex medical and behavioral needs.



# BUNK REQUESTS

Girls are placed in units in age order and reviewed for compatibility and mix of new and returning campers. If your camper is not living in a tent or cabin with a particular friend, our centralized program will still allow them plenty of time to be together during choice activities, free time, meals, and evening programs.

Cabin placement is just one part of your camper's experience, and meeting new friends is part of camp.



While we strongly discourage bunk requests and encourage campers to arrive ready to make new friends – if you choose to make a bunk request, please observe the following guidelines:

- ✓ Please only request ONE person.
- ✓ All requests must be mutual and made by the parents/guardians of BOTH campers involved. Coordinate with your friends to ensure they write your name. We cannot honor requests that are not mutually made.
- ✓ All requests must be submitted 4 weeks prior to the session start date
- ✓ Campers' must be in the same grade or have birth dates within 9 months of each other
- ✓ Both campers will be housed in the living unit that the younger camper would be assigned to. In some cases, this can be the difference between living in Upper Camp or Lower Camp. Please make sure that you speak to your camper about this possibility.
- ✓ We cannot guarantee placement in any particular cabin or with a particular counselor
- ✓ If placement in a cabin/tent together is not feasible as requested, we may try to assign the campers to the same Unit so that they will be in many activities together throughout the day.
- ✓ Please be patient and understanding. We make *every* effort to honor bunk requests, but they are not guaranteed. Cabin assignments are difficult; sometimes we make a mistake and sometimes there is no way of providing what you request as we have a small number of campers in each cabin/tent. Please trust that we always have your camper's best interest at heart.



# CRITTERS AT CAMP



## Lice

Inspect your camper's scalp and hair before and after bringing them to camp, looking for small white "dandruff" that is attached to the hair shaft and does not come off easily. If your camper was treated for lice prior to attending camp, contact the registrar as soon as possible and discuss with the nurse at check-in. To keep our camp lice-free, **we screen each camper for head lice as part of our check-in process.** If your camper is found to have lice, the camp nurse will assist in making a treatment plan. You may be required to return home to treat the lice before returning. We reserve the right to send campers home if they cannot be adequately treated at camp.

## Ticks and Mosquitos

At a recreational summer camp, much of a camper's time at camp is spent in the outdoors, an environment that is shared with many insects.

The CDC states that DEET is a very effective and researched chemical to repel both mosquitoes and ticks.

- Products with approximately 25% DEET (such as Deep Woods Off) are safe for children and last long enough for campers to engage in their activities without having to reapply (up to 5 hours).
- Other sprays with Picardin or with lower levels of DEET (such as Off Family or Skintastic) are also effective, but their protection is not as long-lasting (up to 2 hours).

Counselors will help to remind them, but **please talk to your camper about the importance of:**

- **Putting on bug spray** in the evening and during the day if they have activities that take place in the woods or tall grass such as the ropes course or hiking.
- **Campers should wear long pants and/or tall socks and keep long hair tied back in a bun or ponytail** if they will be participating in activities where ticks may be prevalent.
- **Checking themselves for ticks every day.** They should be very familiar with all of the moles, freckles, and marks on their skin before they arrive at camp, so they are aware if someone looks or feels different. If they find something that they think might be a tick, they should inform a staff member.

Any ticks which are discovered should be removed by a trained staff member, will be documented and campers will be monitored for any signs and symptoms of illness. The camp nurse will notify the parent/guardian if there are concerns. Please note that despite these precautions, your camper may be bitten without their knowledge. A tiny deer tick nymph (which is often not detected) can also be a culprit in transmitting Lyme Disease. After a deer tick bite, the microbe that causes Lyme Disease stays in a human (incubates) for 3 to 32 days before any early symptoms appear.

The early symptoms of Lyme Disease include one or more of the following: circular target-shaped rash, fever, headache, muscle ache, and fatigue. We advise parents to be on the lookout for these symptoms after camp, and to seek immediate medical attention should they occur.

These policies are precautions and should not be cause for alarm. Only a small percentage of deer ticks carry the microbe causing Lyme Disease, and the tick normally must be embedded in the skin for at least 24 hours to release the responsible microbe. You can find more information on preventing Lyme Disease here:

<https://www.cdc.gov/ncezid/dvbd/media/lymedisease.html>

## Other Wildlife

In addition to insects, we also share our campsite with other wildlife like squirrels, chipmunks, mice, deer, black bears, and our favorite camp pet, peepers (tiny frogs).

It is an honor to live so close to wildlife and we take every precaution necessary to prevent “inappropriate” contact. **DO NOT BRING, SEND, OR PACK FOOD!** This can lead to unexpected visits from our furry neighbors and the health risks they may bring! Any food found with campers will be thrown out.



# HEALTH AND SAFETY

## Licensing

Camp Ma-He-Tu is required to be licensed by the New York State Department of Health, and to be inspected twice yearly. The inspection reports are filed at 520 Seven Lakes Drive, Bear Mountain, NY 10911.

Please read this important information from the New York State Department of Health regarding camp selection and operating permits: <https://www.health.ny.gov/publications/3601/>

## Hygiene and Self-Care

Please remind your campers of the importance of maintaining healthy hygiene habits independently while at camp. Counselors are there to assist, especially our youngest campers, but all campers should be prepared to care for themselves. We want your camper to succeed, so please let us know if you have any concerns or specific instructions the counselor should know before you arrive.

### *Remind campers about:*

- Applying sunscreen
- Applying bug-spray
- Washing hands frequently
- Showering regularly
- Performing daily tick checks
- Caring for their hair\*
- Covering their coughs and sneezes
- Staying well-hydrated
- Not sharing personal items such as make-up and hairbrushes
- Alerting their counselors or the nurse if they need medical attention or begin to feel any flu-like symptoms such as fever, cough, sore throat, etc.

\* **Textured/Type 4 Hair** - We recommend protective hairstyles like box braids or cornrows – the easier the maintenance, the more time for fun! Please keep in mind that campers swim every day (and are required to wear a bathing cap) and may need to wear a helmet for certain activities like zip-lining - so styles braided down usually work best. Let us know if you have any questions or care concerns.

## Illness or Injury

If the nurse has a concern about your camper’s health, or a medical situation is not progressing as expected, **you will be contacted by phone.** You will be notified when your camper is kept overnight in the Health Center, prior to an office visit for routine medical care, and as soon as possible if your camper requires emergency medical care. Sometimes, depending on the issue, it simply doesn’t make sense for a child to stay at camp. Sometimes it makes sense for a child to go home for a short period and then return to camp once they are comfortable. We try to make the best individual plan on a case-by-case basis.

## Trips Out of Camp

We take the following precautions whenever campers are being transported in a camp vehicle:

- All camp vehicles are equipped with first aid kits and emergency signals.
- All camp drivers are 21 years of age or older and have had their drivers' licenses screened by our insurance company. They are trained and tested in the use of the vehicle to be driven.
- All staff members are trained in emergency procedures particular to the transportation of campers.
- All passengers in camp vehicles are required to wear seat belts.

## COVID-19 Precautions

We will not be requiring testing prior to arrival at camp. We will have Covid tests available if there are suspected cases but will only be testing if symptoms are present.



# PREPARE FOR CAMP

## Prohibited Items

We **strongly encourage** parents to help campers **pack for camp** to eliminate these prohibited items from arriving unknowingly. In addition to the below, please review the “Things You May NOT Bring” section of this manual.

**Substances:** Tobacco and Nicotine products (including, but not limited to, **cigarettes, e-cigarettes, vapes**), **alcohol, marijuana** and products containing THC, and any other **drugs** are strictly **forbidden** in camp. Camp Ma-He-Tu reserves the right to dismiss any camper, without refund, found possessing any of these substances.

**Weapons:** Firearms or weapons of any type are prohibited, will be confiscated immediately, and the camper will be dismissed without refund.

If campers become aware of someone possessing a weapon or any prohibited substance, they need to let a staff member know immediately. Camp Ma-He-Tu reserves the right to search campers' belongings if there is reasonable suspicion that a camper is in possession of a prohibited item. Camp Ma-He-Tu may file a report with the appropriate authorities, if needed.

## Cell Phone and Device Policy

We encourage our campers to disconnect from technology and social media while they are at camp to foster new friendships and enjoy the outdoors. Therefore, we enforce a technology policy that **prohibits** campers from using **cell phones, data, or Wi-Fi while at camp**. The easiest way to avoid this temptation is to simply **leave cell phones and connected devices at home**. Radios, cameras, and other devices that **do not** connect to Wi-Fi are acceptable. Campers found in violation of having a connected device will have the device confiscated for safekeeping until check-out day.

## Parent/Guardian Expectations

We view our relationship as a partnership. We (Camp Ma-He-Tu, and you, the parent/guardian) are both accountable for creating a safe and happy summer experience for your camper.

Just like at school, parental involvement is an indicator of success. We encourage you to be proactive in setting your camper up for success by reading our materials, asking questions, attending an Open House, and preparing for camp with your camper before your arrival.

We also ask the following of our parents/guardians:

- Your UltraCamp account email must be one that you check regularly. Email is our primary form of communication with parents/guardians.
- You must have a cell phone number on file in UltraCamp. We may reach out via text.
- You must alert us of any health or behavioral concerns that will impact how we care for your child.
- You are responsible for reading the materials provided to you on our website, via email, and in the Ma-He-Tu Family Handbook. The Handbook contains a LOT of important information for new and returning parents/guardians and campers.
- We expect parents/guardians to treat Ma-He-Tu staff and administrators with respect and kindness. Everything we ask of you is either for the safety or happiness of your camper.
- Many of our year-round administrators are volunteers who donate their time to keep camp running and provide a life-changing experience for your camper. We do our best to respond to inquires in a timely fashion, but we do appreciate your understanding.

You can expect from us:

- Communication regarding the safety or well-being of your camper while in our care. You can expect to hear from us if your camper has a medical issue that is not progressing as expected, if they need to spend the night in the health center, or if they need emergency care.
- You can expect Ma-He-Tu staff and administrators to treat you and your camper with respect and kindness, as well.

## Prepare and Review with Your Camper

A lot of the information in this manual is important for your camper to understand. We recommend, at the very least, reviewing the following sections of the Handbook and website **well in advance** of your session start.

### In This Handbook

- Critters at Camp
- Health and Safety
- Prepare for Camp (this section)
- Device Policy
- Packing for Camp
- Check-In Day
- Behavior and Conduct

### On Our Website

- Frequently Asked Questions
- Age Groups + Units
- A Day in the Life
- Interactive Map



# BEHAVIOR AND CONDUCT

A high-quality program can only take place in an orderly, mutually respectful, and caring environment. At Camp Ma-He-Tu, we take the happiness and safety of EVERY camper seriously. We value **compassion, respect, honesty, and openness**, and work very hard to create and maintain a happy and healthy environment – but it requires **all of our participation**.

All members of our community, including campers and families, are expected to actively participate in maintaining this environment by behaving maturely and respectfully when they are on our property, participating in our programs, or communicating with our staff.

## Examples of conduct *outside* of our values



- Refusing to follow behavior guidelines or camp rules
- Refusing to participate in activities or cooperate with staff
- Foul language - profanity, vulgarity, or obscenity
- Violence, aggression, intimidation, or harassment that endangers the health and safety of the camper, other campers, or staff. This includes threatening any person with harm: emotionally, physically, or mentally
- Bullying - teasing, taunting, belittling, name-calling, excluding, or putting down another person
- Possession or use of prohibited items including illegal substances (including, but not limited to alcohol, cannabis/THC, vapes, tobacco, drugs), weapons or other hazardous items
- Slurs, phrases, or expressions that marginalize or perpetuate stereotypes based on race, culture, ability, age, sexual orientation, gender, identity, spiritual practice, or personal beliefs
- Jokes, comments, or gestures of a sexist or sexualized nature
- Jokes or pranks that destabilize safety, security, or property
- Physical contact with another camper or staff member without consent (verbal affirmative permission)
- Defacing or damaging camp facilities, land, or environment
- Stealing or damaging another camper's personal property
- Running away from the group or camp

## Discipline Policy

Everyone makes mistakes and we hope campers can learn from their missteps. Our staff is trained and experienced in handling an assortment of behavior issues. We hope we can overcome any minor behavioral issues through warnings and guidance, Director involvement, and parent/guardian meetings.

**Camp Ma-He-Tu reserves the right to dismiss/un-enroll any camper from their session if the camper (or the camper's family) continues to be disruptive and/or compromises the safety of themselves, other campers, and/or staff.** Serious behavioral issues will result in immediate dismissal from the camp program.

Parents/Guardians will be required to make accommodations to pick up their camper in a timely fashion if they are being dismissed from camp.



Our goal is to provide a nurturing and positive experience for each of our campers. Those who choose to create a negative experience for others will not be tolerated. Campers excused from camp for disciplinary reasons are **not eligible for a refund** and may not be eligible to attend in future years.

# PACKING FOR CAMP

## Important Information

- Put your camper's name on everything, **ABSOLUTELY EVERYTHING**, they bring (including bags, trunks and other large items)!
- Though tempting, don't send too much - it just makes it difficult for your camper to keep track of everything.
- Have your camper pack with you - they will need to know where their belongings are and how to stay organized.
- Quantities and suggested items in the Packing List are our recommendations based on 80 years of experience. However, you know your camper best - please pack according to your own camper's needs.
- **VERY IMPORTANT! DO NOT SEND ANY FOOD.**
- **VERY IMPORTANT! DO NOT SEND CELL PHONES OR CONNECTED DEVICES.**
- **VERY IMPORTANT! DO NOT SEND ANY TOILETRIES THAT ARE BERRY-SCENTED.**



## Laundry

Our laundry facilities are extremely limited. They are reserved for “emergency” use only. Campers can do small amounts of hand laundry, but the best approach is to try to send your camper with enough clothing to get through a two-week stay.

## Things You **MAY NOT** Bring

- Tobacco/Nicotine/Vapes, Alcohol, Marijuana/THC, Illegal Substances/Drugs, or Weapons.
  - Possession of these items is grounds for dismissal.
- Animals or pets
- Cell Phones or devices that connect to Wi-Fi or use cellular data.
  - These will be confiscated and kept safely in the director's office until check-out day.
- Anything of value like cash, fine jewelry, expensive cameras or electronics, etc.
- Berry-scented toiletries - they attract unwanted wildlife.
- Food, gum, or snacks of any kind.
- Please check with the camp for permission to bring personal sporting equipment.

# PRINTABLE PACKING LIST

## ORGANIZATION

- 100ish Iron-on or Sticker Labels OR 1 Label Stamp
- 1 Trunk, Large Suitcase, or Plastic Bin for clothing
- 1 Plastic shower caddy/tote
- 1 Plastic drawers for bedside (*optional*)  
(approx. 18" x 16" x 24 5/8")
- Other: \_\_\_\_\_

## BEDDING / LAUNDRY

- 1 Sleeping Bag & Fitted Cot Sheet\*\*\*  
OR Fitted Cot Sheet, Twin Sheets, & Blanket/Quilt\*\*\*
- 1 Extra Throw Blanket (it can get chilly!)
- 1 Pillow
- 2 Pillowcases
- 1 Laundry Bag
- 1 Small mat or rug placed next to bed (*optional*)
- 1 Mattress Pad (*optional*)
- Other: \_\_\_\_\_

## CLOTHING

- 15 T-Shirts (a variety of colors for special events)
- 10 Shorts (athletic, Soffee, denim, etc)
- 15 Underwear
- 15 Socks\*
- 10 Bras and/or Sports Bras
- 3 Jeans and/or Long Pants
- 2 Sweatshirts and/or Light Jackets
- 2 Set of Pajamas
- 1 Raincoat or Poncho
- 1 Hat (baseball, visor, bucket)
- 1 "Nice" outfit for special days (*optional*)
- Other: \_\_\_\_\_

## SHOES

- 2 Sneakers\*\*
- 1 Shower Shoes (slides, flip flops, or Crocs)
- 1 Rainboots (*optional*)
- 1 Water Shoes (*optional*)
- Other: \_\_\_\_\_

## SWIMMING

- 2 Swimsuits
- 2 Beach Towels
- 2 White Swim Caps^
- 2 UV Shirt or Rashguard (*optional*)
- 1 Goggles (*optional*)
- Other: \_\_\_\_\_

## BATHING

- 2 Bath Towels
- 2 Wash Cloths or Loofah
- 1 Robe (*optional*)
- Other: \_\_\_\_\_

## TOILETRY + SELF-CARE (NOTHING BERRY-SCENTED)

- Toothbrush & Toothpaste
- Body Wash or Bar Soap
- Shampoo & Conditioner
- Hair care supplies (brush, hair ties, bonnet, etc)
- Sunscreen
- Insect Repellent (with tick protection)
- Face Wash / Skincare Products
- Deodorant
- Lotion / Moisturizer
- Lip balm
- Pads and/or Tampons
- Extra Eyeglasses and/or Contacts & Supplies
- Razors & Shaving Cream
- Retainer and/or Orthodontic supplies
- Other: \_\_\_\_\_

## ACCESSORIES + FUN

- 1 Flashlight and extra batteries
- 1 Backpack
- 2 Refillable Water Bottles
- Pens or Pencils
- Stationery + Stamps
- Notebook
- Downtime activities – like books, magazines, playing cards, MadLibs, puzzles (*optional*)
- Personal battery-operated fan (*optional*)
- Camera – disposables are great! (*optional*)
- Other: \_\_\_\_\_

## EVERYTHING SHOULD BE LABELED WITH CAMPER NAME

\* Campers are required to wear socks at all times

\*\* Shoes must be closed at the toe and heel.

\*\*\* Beds are approx. 30" x 75".

^ White swim caps may be purchased at camp for \$4.00

# PACKING FOR CHECK-IN

We use a staggered arrival process for check-in and check-out. Parents and guardians will have a limited amount of time in camp, so we ask that you also come **prepared** to ensure you can move through all of the stations in the allotted time.

We appreciate your cooperation and preparedness.

## With the **PARENT/GUARDIAN**:

- Medications** - Prescriptions, vitamins, and over-the-counter meds

**Reminder:** Medications will be turned in to the Nurse in the Dining Hall. Do not leave medications in your camper's bags, tent, or cabin!

All medications MUST be brought to camp in their **original** packaging. By *LAW*, we cannot administer drugs from plastic bags or pillboxes. It is easiest to place all medications (in their original packaging) in a gallon-sized Ziplock bag(s) clearly labeled with the camper's name.

We can NOT administer any medication, ointment, vitamin, or supplement (prescribed or over the counter) without an order from your camper's licensed medical professional. The pharmacy label and/or parental consent are insufficient. Please refer to our Health Recommendations Form 2 for more details. You do not need to bring generic, over-the-counter medications (like Tums, Tylenol, or Benadryl) as those are stocked in our Health Center.

- Directions to camp** – there is **no cell service!**
- A good playlist!

## In the **CAR**:

- All Camper Belongings**

Staff members will help unpack your car and bring your camper's belongings to their assigned cabin or tent.

Please pack your camper's belongings in as few bins and bags as possible. Do not pack any loose items - everything should be packed **IN** a bin, bag, or trunk. Clearly label every container (and the contents) with the camper's name.

You will be able to help your camper make their bed and set up their spot in the cabin/tent. Please be sure bedding and other bedside items are clearly separated from day-to-day clothing. Finally, make sure your camper helps pack, so they know where everything is once you leave!

## With your **CAMPER**:

- Personal + Comfort Items**

You have a few stations to move through so your camper may be out and about in camp before having an opportunity to fully unpack in the cabin. She may want to have a small backpack during this time with supplies to keep comfortable such as a filled water bottle, sweatshirt or personal fan (depending on the weather), and/or a hat. Do NOT pack food or gum.



# GETTING TO CAMP

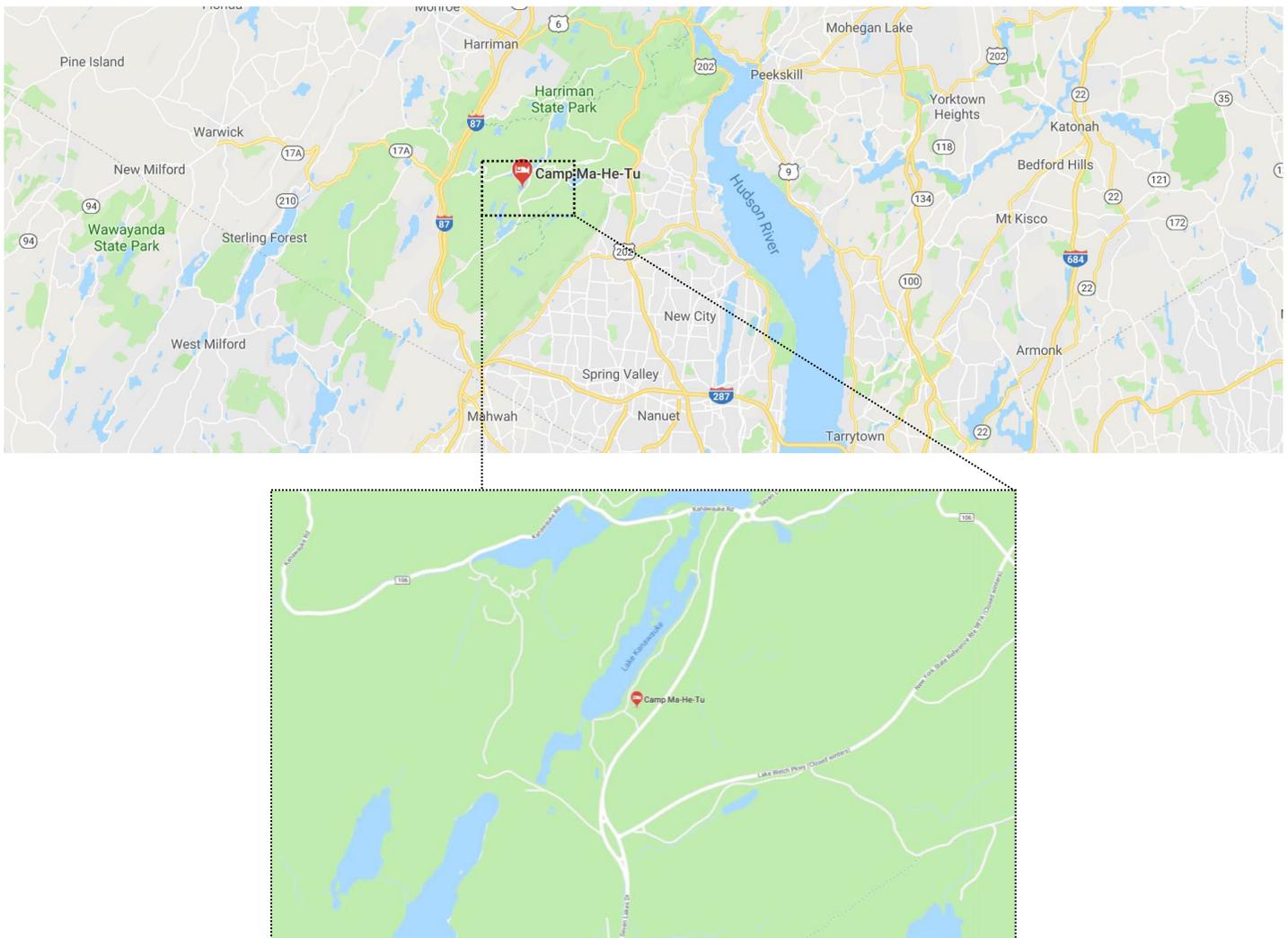
## Directions by Car

Camp Ma-He-Tu is located within Harriman State Park. Our physical address is  
520 Seven Lakes Drive  
Bear Mountain, NY 10911

When using a navigation system, be sure to **verify** the pin is located in Harriman State Park as pictured below. If using your phone, we recommend using Google Maps or Waze and searching for “Camp Ma-He-Tu”. Be sure to select the address on **Seven Lakes Drive**. You can also enter in our GPS coordinates:

41.13.220 N 74.07.240 W which will lead you directly to our gated entrance.

Please note that there is **very limited cell phone service** within Harriman State Park and even the satellites that communicate with the GPS systems installed in cars may not work well within the boundaries of Harriman State Park, so **please review the driving directions below as well**.



**From NYC/Long Island:** George Washington Bridge to Palisades Interstate Parkway (PIP), Exit 14. Left at stop sign toward Lake Welch and Sebago Beach (will be traveling on Willow Grove Road). Enter Harriman State Park and pass Lake Welch Beach. At Kanawauke traffic circle, travel  $\frac{3}{4}$  around circle and turn right onto Seven Lakes Drive toward Sloatsburg and Sebago Beach. Camp entrance is one mile on right.

**OR** take Palisades Interstate Parkway to Exit 16 for Lake Welch Parkway. Take left fork toward Lake Welch and bear right at 2nd fork toward Seven Lakes Drive. At the stop sign turn right onto Seven Lakes Drive. The camp entrance is  $\frac{1}{2}$  mile on left.

**From Upstate New York:** NY Thruway to Exit 16. Route 17 South to US 6 towards Bear Mountain. Travel 8 miles to traffic circle. Bear right onto Seven Lakes Drive. Continue through two traffic circles; the second one is Kanawauke Circle. Travel  $\frac{1}{2}$  way round circle to continue on Seven Lakes. Camp entrance is one mile on right.

**From New Jersey:** Route 17 North through Sloatsburg. Right at traffic light onto Seven Lakes Drive. Camp entrance is 2<sup>nd</sup> on left *after* Sebago Beach.



## Public Transportation

Parents are asked to travel **with their camper** to camp. You will be picked up in nearby Sloatsburg by the camp van and taken to camp for check-in. Once your camper is checked in, camp staff will bring families back to Sloatsburg for their return transportation.

### Bus:

Short Line Bus

Port Authority to Sloatsburg, NY.

[Short Line Website / Schedule](#)

### Train:

NJ Transit – Main Line (towards Port Jervis)

Penn Station to Sloatsburg, NY

[NJ Transit Website / Schedule](#)

**Schedules are subject to change.**

**Please call the camp office one week prior to check-in day**

to arrange for a pickup from Sloatsburg and to verify arrival times – (845) 942-4508.

# CHECK-IN DAY

We use a staggered arrival process for check-in.

## ARRIVAL TIMES

You will be assigned to one of the below check-in groups:

Group A: 1:00 – 2:30pm

Group B: 2:30 – 4:00pm

Group C: 4:00 – 5:30pm

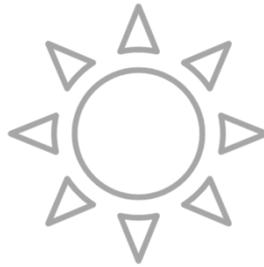
It is **imperative that you adhere to your time slot**. We're sorry, but **no exceptions can be made**. Please allow for traffic, problems with directions, and any other issue that might affect your travel time.

You will only have 1.5 hours to complete all of the check-in steps – so please arrive at the start of your window. Parents/guardians will be asked to return home when their check-in period is over so we can welcome the next group of campers.

We will assign times from oldest campers to youngest, with siblings arriving with the **youngest** camper.

If you are bringing a camper from outside your immediate household, please let the Director know as soon as possible to see if that can be accommodated.

Assigned **drop-off times will be communicated roughly one week** in advance **via email** to the Primary Guardian from your registration account.



## CHECK-IN STEPS

You will move through several stations to complete check-in.

### 1. *Welcome:*

You will be greeted by staff members at the front gate who will walk you through where to park and the rest of the check-in process. This process may change or evolve, so any deviations from this process will be communicated to you then.

### 2. *Unload and Unpack:*

Staff members will direct you where to park and help unload your car and bring camper belongings to the tent or cabin. Please be sure all trunks, bins, and bags are clearly labeled with your camper's name and cabin/tent number. Help your camper get settled, meet her counselors, and then move on to your next steps.

### 3. Head to the Dining Hall:

#### Meet the Den:

The “Den” is our camp leadership – the Director and other camp administrators – and we can’t wait to meet you!! If you have any issues that you need to discuss in-depth with the directors, please call camp directly *before* check-in day. We are happy to answer any last-minute questions that come up, but we simply will not have time to discuss anything at length. Thank you for understanding.

#### Meet the Nurse:

##### **Health Screening:**

The nurse will meet you and ask you a few general screening questions as well as perform a quick lice check. We won’t have time to address in-depth health concerns during check-in. If you have any health concerns, or changes to your camper’s health since submitting your forms, please let the nurse and/or Health Care team know **ahead of time**.

##### **Health Forms:**

Health forms are due 4 weeks prior to the session start - any updates to health forms after submission need to be communicated via [info@mahetu.org](mailto:info@mahetu.org). At check-in, we will have copies of your forms - if anything has changed in the week leading up to camp, **PLEASE BRING AN UPDATED PAPER COPY**.

##### **Turn In Medications:**

The nurse will review your medications with you. If your camper is coming to camp with medications, please place all **original packages** (original boxes, pharmacy pill bottles, etc) in a gallon-sized Ziplock bag, clearly **labeled** with the camper’s name. By law, we cannot administer medications that are not in their original packaging.

Reminder, we can NOT administer any medication, ointment, vitamin, or supplement (prescribed or over the counter) without an **order from your camper’s licensed medical professional**. The pharmacy label and/or parental consent are insufficient. Please refer to the [Medications Page](#) in this handbook for more details.

### 4. Visit Canteen (Camp Store):

Come buy some camp goodies! Please bring cash or a check as the internet in the canteen building is not always reliable enough to run credit cards.

**Reminder:** You added Canteen funds for your camper during the registration process. You can check how much money is in your account and add money in UltraCamp up to **4 weeks before check-in**. We will **NOT** be accepting money for your camper’s canteen account at check-in.

### 5. Goodbye:

After 1.5 hours it is time to say goodbye so we can do what we do best – have FUN!

# KEEP IN TOUCH WITH YOUR CAMPER

**By Mail:** Campers love to receive mail, so please write to your camper as often as possible. Please keep correspondence newsy and lighthearted.

We pickup mail from the PO Box every weekday. Unfortunately, it is not always as reliable or speedy as we would like it to be so, we encourage you to send a letter even before your child leaves for camp or leave one with us at check-in - this will ensure that she will receive at least one letter early on.

We also bring any letters that your child writes to the post office for mailing. It's a good idea to provide your camper with preaddressed-stamped envelopes to make letter writing easier.

**Note:** We do **not** have mail delivery to our camp site. All mail must be sent to the PO Box below. Mail sent to our physical address may not arrive.



**Please send letters to:**  
**Your Camper's Name**

Camper's Cabin or Tent Number (if you know it)  
Camp Ma-He-Tu  
PO Box 195  
Sloatsburg, NY 10974

**Mail-Drop:** Avoid the headaches with the mail all together and drop off letters with our staff during check-in! Please clearly write your camper's name on the envelope, and what day it should be delivered.

 **E-Letters:** This year we will be rolling out a new tool to improve the process of receiving "mail" at camp: e-letters! These are digitally composed messages you create within your UltraCamp account (like an email) that camp administrators will be able to print and deliver to your camper with the rest of the mail.

Because of the cost incurred with printing, there is a \$2 fee per e-letter and a limit of one delivery per day. To purchase an e-letter block, navigate to the [Message Center](#) in your UltraCamp account.

**By Phone:** Unless there are extenuating circumstances, you will **not** be able to talk to your camper by phone. The use of phones and email is not available to our campers during the session and campers are not permitted to have cell phones in camp. There is no reception and cell phones are very easily lost or broken.

We encourage you to contact us at one of the methods below if you have any concerns about your camper. We will be happy to check on them and report back to you.

**No Visiting:** Visiting camp during the two-week session is not permitted. Camp Ma-He-Tu and the Palisades Interstate Park Commission prohibit visits from caregivers during a camping session.



**Packages:** We will no longer accept packages (including large flat envelopes) at check-in or sent by mail or other carriers such as FedEx, UPS, and Amazon. We understand this may be an adjustment for some families, and we appreciate your support. This decision was not made lightly; however, we believe this is best for our campers, families, and staff. There are three main reasons we have decided to implement this policy:

1. **Care packages can highlight economic or other disparities among peers.** There are many campers whose families are not able to send packages, and we want to ensure that none of our campers feel left out or “othered” by not receiving a package.
2. **Packages often arrive late or not at all.** This can be extremely disappointing for you and your camper – not to mention a waste of your money if we never get the package!
3. **Tracking down packages has become burdensome on our staff.** Creating safe, fun, lasting memories for our campers is of higher priority.

How we will implement this policy:

- If your camper receives a package while at camp, we will **hold it until check out** and return it to you then.
- If a package arrives addressed to your camper *after* you’ve checked out, we will **not be able to forward** it.
- **Birthdays at Camp** - If your child is having a birthday during the session, you are welcome to **leave a package** with us at check in, and we will be sure to celebrate on the day. If you would like to include items for a party (hats, favors, BUT NO FOOD), please include enough materials for 15 people.
- **Forgotten Items** – If your camper forgets something, please call the camp office at 845-942-4508 and we will work with you to get the item to your camper.



## KEEP IN TOUCH WITH US

Concern / Reason:	Who to Contact:	How to Contact:
<b>**PREFERRED METHOD DURING SUMMER**</b>		
<ul style="list-style-type: none"> <li>- Routine questions</li> <li>- Requests for call back</li> <li>- Camper check-up</li> </ul>	Camp Director	 <a href="mailto:director@mahetu.org">director@mahetu.org</a>
<ul style="list-style-type: none"> <li>- All communication leading up to and after camp</li> <li>- UltraCamp / registration / billing questions</li> </ul>	Business Manager	 <a href="mailto:info@mahetu.org">info@mahetu.org</a>
<ul style="list-style-type: none"> <li>- Emergencies and time-sensitive matters only</li> </ul>	Camp Office Staff	 (845) 942 - 4508
<ul style="list-style-type: none"> <li>- Someone in the camper’s household tested positive for an infectious disease</li> <li>- Prescription changes or new test results</li> <li>- You have already been contacted by the nurse about a health issue</li> </ul>	Camp Nurse	 (845) 947 - 2580
<ul style="list-style-type: none"> <li>- Backup phone number in case of public emergency or telephone outage</li> </ul>	Registrar	 (631) 351 - 1657



# WHEN YOU WILL HEAR FROM US

At Ma-He-Tu, we believe in fostering independence and encouraging campers to create their own stories. Rather than providing detailed updates on every aspect of camp, we prefer to let each camper return home and share their experiences in their own way. This approach allows them to focus on the memories that are most meaningful to them.

*We find this helps preserve the magic and personal connection of their camp experience.*



All that said, here is how and when you can expect to hear from us:

## **Calls Home:**

**Your camper's physical and emotional safety is our top priority.** We will reach out to you if there is a concern about the safety or well-being of your camper while in our care. You can expect to hear from us if:

- your camper has a medical issue that is not progressing as expected,
- they need to spend the night in the health center,
- as soon as possible if your camper requires emergency medical care,
- non-medical concerns that need your attention.

## **Photos / Social Media:**

We feel strongly that campers and staff should get a break from the lens while at camp and be present in the moment! Therefore, we do not have a camp photographer or other individual whose job is to document your camper's experience. We will aim to share group photos on social media roughly once per week. Follow us on Instagram so you can see them when we do! [Instagram.com/campmahetu](https://www.instagram.com/campmahetu)

## **Emergency Communication:**

**In the event of a public emergency, you will be contacted by camp officials via a blast email and/or text message.** Please ensure you have an email address and cell phone number on file in UltraCamp.

As soon as we can, we will post updates on our website ([www.mahetu.org](http://www.mahetu.org)). Please check the website before contacting us to see if your question has been answered. If you need further information or need to get a message to camp, please call the registrar at (631) 351-1657. Please do **not** call camp. Incoming calls will block our communication system and jeopardize our ability to manage the situation at camp.

# COMING TO THE NEXT SESSION?

If your camper is staying for more than one session, we encourage you to take her home Saturday and bring her back on Sunday. A hot bath, “real” bed, and clean clothes can be a welcome break after two weeks in the woods.

Some belongings may remain at camp, but we **cannot do camper laundry**. Please adhere to the same drop-off procedures for the next session and ensure any belongings being brought back into camp are clearly labeled.

If a trip home is not possible, campers can stay with us between sessions on Saturday night. Reservations must be made with the registrar **by June 30** so we can arrange staffing. A fee will be charged for the overnight stay.



## CHECK-OUT DAY



**Campers can be picked up any time between 10am and 12pm on Saturday.**

Bring cash or a check in case you have an outstanding canteen balance.

**Authorized Pick-Ups** – Everyone must have at least 1 (one) Authorized Pick-Up on file in their UltraCamp account. This is **required** for your camper to be checked out by someone other than the person who checked them in. Per protocol, you or a designee will need to be available to pick up your camper within 6 hours. Please inform any designated pick-ups to be prepared to present identification at check-out. In the case of an emergency, you must call the camp office to authorize someone else to pick up your camper. For your camper’s protection, **no camper will be released to an unauthorized individual.**

**Departure:** A staff member will be at the gate to greet you, direct you where to park, and help load your car. You will check out your camper, be given any leftover canteen funds, and remaining medication.

**Departing by Public Transportation:** Please call the camp office one week prior to travel to verify times with camp staff and to arrange for a pickup from Sloatsburg.

**Gratuities:** Although it is absolutely not necessary, families sometimes wish to express appreciation to individual counselors in the form of monetary gratuities. In a centralized program such as ours, every staff member works hard to ensure that each camper will have a memorable experience at Ma-He-Tu. We ask that any gratuities be given to the **Counselor Fund**. The staff has full control over these funds, and they are used for a common good. Thank you!



**Surveys:** We strive to continue improving the camp experience every year. Your participation in our post-camp surveys is invaluable! We appreciate your feedback as well as your camper’s feedback.

## See You Next Year!

# PAYMENT AND REFUND POLICY

Camp Ma-He-Tu is a **non-profit organization** that receives no state or federal funding - we rely solely on tuition and donations. We strive to keep our camper fees as low as possible and provide additional financial assistance to families in need. When a family cancels, arrives late, or leaves early, our expenses do not decrease; we still have the same number of staff, food costs, pay the same utility bills, etc. Providing refunds, *for any reason*, puts a significant strain on our annual operating budget. With that in mind, please read our policies carefully.

## Registration and Deposit

- All two-week sessions require a \$250 deposit at the time of registration.
- The remaining balance will be spread out into monthly payments that automatically process on the first of the month. You are responsible for managing failed payments.
- Final payment is due June 1 and will be automatically charged to the card or account on file. Failure to remit payment by June 1 may jeopardize your enrollment.
- We request that you register your camper when you are ready to commit to a spot. This will help us reduce the number of campers being placed on a waiting list.

## Transfers and Cancellations

- For cancellations prior to March 1, all funds will be refunded less a \$25 cancellation fee per session to cover administrative costs and credit card processing fees. Transfers to another available session are free of charge.
- For cancellations between March 1 and May 1, all funds paid are refundable less the \$250 deposit per session. Transfers to another available session are free of charge.
- For cancellations between May 1 and one month before the session start date, 50% of the camp fee will be refunded. Deposits are transferable to an earlier session if space is available. Deposits are not transferable to later sessions. All other funds paid are transferrable.
- For cancellations within one month of the session start date (and for no-shows) - no refunds will be offered. Deposits and funds paid are transferable to an earlier session if space is available. Transfers to later sessions are not permitted.
- Transfers to another session are not guaranteed and can only be processed if space is available. Transfers to a waitlist are not permitted.

## Refunds

- There will be no fee reduction or reimbursement for no shows, late arrivals, or early departures due to vacations, summer school, visits from relatives, homesickness, behavioral issues, or any similar reason.
- Upon request, deposits and camper fees withheld may be converted into a tax-deductible donation to Camp Ma-He-Tu.
- All changes or cancellation/refund requests must be sent in writing via email to [info@mahetu.org](mailto:info@mahetu.org). Refunds will be reviewed and processed no sooner than September 1st.