

## USM STEM Outreach - Camp Policies

1. Each camper must have a **“Permission for Medical Treatment”** form on file or have completed the equivalent online form through the registration portal. This must be completed prior to attending the first day of camp. Campers without this form completed and signed will not be allowed to attend. The camp must be informed of all pertinent medical, behavioral, and emotional conditions that would affect his or her time at camp.
2. Each camper **must** have a **USM PHOTO/MEDIA RELEASE AGREEMENT** completed and on file or have completed the equivalent online form with the camp administrator. This allows the program to take pictures or video of the program for marketing or informational purposes. When such media is used no personal information will be provided about the campers other than their age.
3. **Payment** must be received with the completed registration form or online enrollment. Payment plans are provided.
4. **Program Cancellation:** If any week of camp or camp program must be canceled due to insufficient enrollment or other unforeseeable circumstances, all camp tuition will be refunded. Switching to an online platform due to unforeseen conditions will count as a program cancellation, please contact the program administrator if you have any questions.
5. **Camper Cancellation:** If a camper or camper’s family cancels their registration in the program, a **50% refund will be issued**. No refund will be issued for cancellations that occur within 2 weeks of the start date of a camp.  
NOTE: refunds are based on the cost of the camp, not the amount deposited. If you made a 50% deposit and canceled and were due a 50% refund, you would not be entitled to a refund. If a camper or camper family starts camp and chooses to not complete the camp there is no refund. We will also refund any registration canceled within 5 days of registration (less a \$35 administration fee).
6. **Camper Transfers:** At any time that a camper registration is transferred from one session of camp to another session of camp, the transfer will be accommodated without any penalty. Campers must be eligible to attend the other camp session and there must be a space in the session. You must contact the office to arrange for a transfer, it cannot be accommodated online at this time. Any differences in price will either be due, or refunded, depending on the balance.
7. **Discounts:** Discounts must be applied at the time of registration. Discounts will **not** be added to a reservation after it is completed.  
Sibling & multi-week discounts are automatically applied once conditions have been met, and will retroactively be applied to reservations. For example, if a reservation was made, and an additional reservation was made a week later, the system will automatically apply the discount to both sessions.
8. **Camper Behavior:** It is expected that all campers and staff behave with respect and appropriate behavior to others in the program. Under no circumstances will physical or verbal harassment or abuse be tolerated. If a camper creates an environment that is abusive to either other campers or staff, that camper will be isolated and the parents/guardians will be notified. If the problem cannot be appropriately addressed, the camper will be removed from the program.
9. **Suspension and Dismissal Policy:**  
The following will be considered grounds for suspension or dismissal:
  - a. Failure to pay tuition
  - b. Continued disruptive behavior by the child after the parents have been consulted and appropriate measures have been taken to change such behavior.

- c. Repeated late pickup.
  - d. Failure to provide essential emergency and medical information as required by the program.
10. **Food:** If a camper is registered for a “brown bag” camp, they must come to camp each day with a packed lunch. Snacks are provided, but there is no accommodation for addressing a camper who has not brought lunch. There is no shortage of snacks and drinks so no camper will go hungry, but such food for lunch is not part of the program.  
It is very important that if a camper has **food allergies** that this be communicated to the staff so appropriate steps can be taken to ensure a safe camp.
11. **Times:** The camps do not have a penalty for late pick-up of campers, but it is expected that parents/guardians pick up their child PRIOR to the end of the camp day, plus 15 minutes. Each camp description lists the times for the camp, if a camper or camper’s family abuses the pick-up time, the camp reserves the right to withdraw the camper from the program with no reimbursement of camp fees or tuition. **No camper may be dropped off before 15 minutes from the start time of camp.**
12. All parents/guardians MUST bring campers into the camp area/room and check in with the staff in the morning and in the afternoon at pick up time. If your child will be walking or biking to/from camp, please notify the camp staff on the first day of camp. Regardless, a parent/guardian **must** be present on the first day of camp to provide walking/biking consent in writing to the camp leader.

**Emergency Contact:**

If a circumstance arises that requires you to contact the camp staff during the day you may contact the program administrator at 207-780-4513 or 207-780-5235 and leave a voicemail message. Each camp is held in different locations and parents/guardians should check with the staff on the first day of camp for a room phone number or cellular phone contact.

**Reporting Problems to the Camp Director:**

To report problems with the camp, camp staff, or other issues; contact Kendra Hansen at the address/email/phone listed below.

**Kendra Hansen**

Camp Director/Assistant Director of USM STEM Outreach

USM STEM Camps

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University of Southern Maine

96 Falmouth Street

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(207) 889-0759 Mobile

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## USM STEM Outreach - Privacy Policy - 2025

### USM STEM Outreach maintains the following policies:

1. Any photograph, statement, or recording of any minor, used in connection with any marketing, website, or printed material will not include any personal identifiers.
  - a. USM STEM Outreach has no control over press material (television, radio, newspapers, etc.) that is collected at a public event run by STEM Outreach and over which STEM Outreach has no control.
  - b. If the press attends one of the camps, an email message will be sent to all parents of that camp and the parents need to discuss any issues with the staff concerning inclusion in a press experience. STEM Outreach will not provide names; parent contact information; or other sensitive information to any press representatives. If your child provides that information to a press representative, it is beyond our control. We suggest you talk with our staff and your child should there be an issue if you receive notice of a likely press event at a camp.
  - c. STEM Outreach has no control over any media collected by or shared by other attendees or spectators and assumes no responsibility for said material.
2. All personal information regarding participants is held in confidence.
  - a. Emergency and medical treatment information is collected and secured for all participants.
  - b. This information is available to the program director and staff when participants are present at camps or other events where such information is required to be present. This information is not shared with anyone except as needed with camp or event staff in order to ensure a safe experience for the participants.
  - c. This information is also tendered to any medical personnel who are required to treat a participant.
  - d. Information on age, gender, and grade level are collected to serve as tools in providing programs that match these groups or in the development of programs that are more appealing to all sub groups. This information may also be used in the application for grants or other fundraising solicitations or reports. This information is not used for any other purpose.
3. Registration, attendance, or other material collected will not be given, sold, or transferred to any other group except in such a case as USM STEM Outreach is transferred or sold to another non-profit entity.