



Resident Camp Camper/Parent Handbook

Welcome

SeaWorld Camp programs at SeaWorld San Antonio are accredited by the American Camp Association (ACA) and the Texas Department of State Health Services. To achieve and maintain this accreditation, SeaWorld San Antonio complies with and exceeds standards set by the ACA and the state to ensure a safe, educational and enjoyable camp experience. For more information, please visit www.acacamps.org.

Staffing

This program is under the direction and supervision of the SeaWorld San Antonio Education & Conservation Department. Our camp counselors are members of the department with several years of experience working with and teaching students of all ages. All counselors possess American Red Cross Lifeguard or Shallow Water Lifeguard certification (including first aid, CPR and AED Certifications). All staff pass a national background check and drug test and complete training in behavior management, abuse recognition, animal information and curriculum and team building.

Housing

Our dormitories offer bunk-house style living on property at SeaWorld San Antonio. Top/bottom bunk assignments will be on a first-come, first-served basis. Males and females will be housed in separate areas. Camp counselors will be housed in the facilities to maintain an appropriate participant lifestyle.

Birthdays

Birthdays are fun occasions at camp! To ensure a celebration, please alert the camp staff prior to camp if your camper has a birthday during camp.

Meals

Three meals will be provided each day; the meals will be served in the Employee Cafeteria, restaurants within the park, catered meals or box/sack meals. Additional snacks and soft drinks are available at various sites at the participant's own expense.

Special Dietary Needs

We will make every effort to accommodate campers with special dietary requirements. If the requirements exceed our capabilities, campers are welcome to bring their own food and/or pay the additional cost of meeting those needs. Please note any dietary restrictions in the paperwork. Advance notice is required if you will be bringing food for this reason.

Physical

A physical examination signed by a licensed physician is required for all participants under the age of 18. If the camper has had a physical exam within the last 12 months (school or sports physical), attach a copy with the physician's signature and fill out any parts of the forms with pertinent medical/health history information.

Medications

All prescription and over-the-counter medications must be turned in to our camp nurse or trained staff on the first day of camp and administered as prescribed by the physician. **ALL medication must be in the original packaging that identifies the prescribing physician (if it is a prescription drug), name of medication, dosage and frequency of administration. If it is over-the-counter, please make sure it stays in the original bottle or box.** Only these medications will be administered during camp. Medications will be kept in a locked cabinet at all times and administered only by camp staff. **We will not accept samples without prescription labels.**

Health Care Services

Emergency Medical Technicians and/or registered nurses are on duty 24 hours a day. Accommodations can be made for individuals with disabilities and special needs.

Security

Security is provided 24 hours a day. Due to heightened security at public and private facilities around the nation, we ask that all participants of SeaWorld Camp programs to follow these guidelines:

- If a camper is being dropped off, we must have the name/s of the person/s dropping off and picking up the camper on the Travel Information Form.
- Upon arrival at SeaWorld, all persons may be asked to show valid photo identification.
- All luggage, including backpacks and purses, are subject to inspection by SeaWorld Security officers.
- Any persons leaving SeaWorld property during the course of the program will be required to sign out at Security and may not return without PRIOR approval from the Camp Director.

Lockers

Each participant will have a locker available for personal belongings. Please provide your own combination lock for securing your locker.

Visitor Information

Independent visits from friends during camp are prohibited. Visits from family may be permitted depending on the circumstance. Please contact the camp director.

Leaves of Absence

Time is limited and sequential activities are planned for each day of the session. Campers **MAY NOT** leave camp during the session, except in the case of an emergency.

Spending Money

During camp, campers may have opportunities to purchase extra snacks, drinks and souvenirs. We suggest campers bring pre-paid debit cards rather than large amounts of cash. However, our vending machines only accept cash so if you would like to use this service, please bring cash.

Discounts

If you are a SeaWorld Parks & Entertainment employee or a Pass Member of any SeaWorld or Busch Gardens Parks, you will receive a discount on your camp session. Please complete the application supplement or call 1-800-700-7786 to receive a discount.

Refunds

The \$100 deposit is non-refundable. If the balance of camp fees is paid and cancellation is necessary, the following refund will apply **if written or verbal notice of cancellation is received:**

Less than FOUR weeks prior to camp session.....80% of the program fee

Less than THREE weeks prior to camp session.....50% of the program fee

Less than TWO weeks prior to camp session.....No Refund Given

If a camper leaves a session early or is dismissed, a refund will not be given.

Travel

All arrival days will be on Sunday and departure days on Friday. If the camper arrives/departs on any day earlier/later than the first/last day of camp, a **\$100 fee will be charged**. This fee covers additional costs for transportation, meals, lodging and staffing necessary to accommodate non-standard arrival or departure times.

Airport

Campers arriving by plane should arrange flights in/out of San Antonio International Airport (SAT). We will have camp counselors stationed at baggage claim for each terminal. When your camper arrives, they should make their way to meet SeaWorld Camp staff in baggage claim; unless, you, as the parent, have designated and paid for your child to fly as an unaccompanied minor* with the airlines. Staff will remain at the airport until the last camper's flight has departed, regardless of delays.

Airport Arrival/Departure

Flights should arrive at the airport between 8:00 a.m. and 12:00 p.m. CST on the first day of camp. Flights should depart San Antonio International airport between 8:00 a.m. and 1:00 p.m. on the last day. Arrival or departure times outside these windows will require an additional travel fee of \$25 per occurrence.

**Unaccompanied Minors*

An unaccompanied minor is one who has been designated by the airline for this service and is paid prior to departure. Ask the airline your camper is flying on for departure for details. If you have paid and signed your camper up to be an unaccompanied minor, please designate so on the travel page found in the health history packet. If you want this service for the flight on the return flight home, please make those arrangements prior to camp or give your child money for that purpose. If you have not paid for this service and your child is under the age of 18, please do not designate this on the travel page; instead indicate they will be flying alone and complete their arrival/departure information.

SeaWorld Camp staff constantly monitors airline arrivals and departures while at the airport. On arrival days, SeaWorld Camp staff will be located in baggage claim to meet campers as they arrive. If you have paid and selected for your camper to fly as an unaccompanied minor we will meet your child at his/her gate and escort them to baggage claim to pick up their bags. On departure days, SeaWorld Camp staff will escort your camper through the check-in process up until they pass through security. If your child is designated as an unaccompanied minor with the airline, a SeaWorld Camp staff member will escort your camper through the security checkpoint and stay with him/her until the flight leaves.

A SeaWorld Camp staff member will be at the airport until the last camper's flight departs. If there are any cancellations or delays in departures, we will contact the camper's parents. Please contact either the Education & Conservation Office or the Camp Dorms if there are any changes to travel information (different pick-up person, flight delays or traffic delays).

Driving/Arrival Departure

- Check in on the first day of camp is from 12:00 p.m. until 1:30 p.m. at the Employee/Administration Entrance. (Lunch will not be provided; please plan accordingly.)
- Check out/pick up on the last day of camp is at 9:00 a.m. at the Employee/Administration Entrance.

Please note searching the physical address of SeaWorld online or through GPS will take you to the front of the park (main entrance), not the Employee/Administration Entrance. See the enclosed directions for detailed travel instructions.

Camp Policies

Policies are designed for the safety and well-being of ALL participant and our animals. (See more policies in camp Q&A.)

Violations will or can result in dismissal from the program.

Cell Phones

Cell phones are a camper's responsibility. They may not be taken into animal work areas or into the park. Campers will have free time at night to use their cell phones but they must be turned off at lights off and remain off throughout the night. SeaWorld will not be responsible for lost or stolen cell phones. Please do not bring a cell phone for use as a camera for it will not be allowed in any animal area.

Camp Vehicles

- Transportation during camp will be provided in 12-passenger vans. Please inform us of any accommodations you may need entering or exiting this type of vehicle.
- Vehicles must have a seat and a seat belt for each person riding. Please remain seated and buckled at all times when the vehicle is in motion.
- Campers are NOT permitted to ride in any vehicle unless accompanied by their parents or by SeaWorld Camp staff.
- All staff involved in transportation of campers are required to have valid state drivers' licenses and SeaWorld San Antonio drivers' licenses.

Personal Vehicles

- All vehicles arriving and departing SeaWorld property are subject to search by SeaWorld Security officers.

- Campers over the age of 18 may drive themselves and park in the Employee lot. Please notify the Camp Director in order to have this arranged.
- Drivers should be prepared to show photo identification, vehicle registration, contents of glove compartment, trunk and any storage containers or bags, tool boxes or personal items.
- Campers may NOT have roller blades, Heelys- type shoes, skateboards, bicycles or motorcycles, either at the park or at their disposal.

Ethics

Honor – Stealing, lying and cheating are not tolerated under any circumstances and may result in dismissal.

Language – Cursing, inappropriate or vulgar language will NOT be tolerated.

Respect – We do NOT tolerate putdowns, bullying, harassment or disrespect towards other campers, staff, park guests or our animals. We expect tolerance of the diversity of all.

Damages – All campers should respect the property of SeaWorld and other campers. Any damage to property will be repaired/replaced at the expense of the camper causing the damage.

No camper may enter the sleeping area of the opposite gender for any reason.

Parent/Guardian Notification Policy

It is our policy to keep the parents or guardians of our campers informed of camper health concerns and behavior during his or her camp experience.

SeaWorld Camp Staff will notify you for the following reasons:

- Any minor injury requiring more than a small adhesive bandage.
- Any illness requiring a visit to our Health Services office.
- Any illness or injury resulting in Camp Staff transporting your camper to a doctor's office, clinic or hospital emergency room.

We will contact parents, guardians or emergency contacts as soon as possible depending on the severity of the illness or injury and need to transport.

SeaWorld Camp Staff will notify parents or guardians in the case of behavioral or social problems while at camp. Some of these behavioral concerns might include:

- Flagrant disregard or breaking camp Rules and Regulations.
- Any behavior that endangers or harms any other camper, staff member, park guest or animal.
- Behavior or disciplinary problems for which the camper has been pulled aside and counseled by the counselor, camp supervisor and camp director.

We will contact the parent or guardian by phone, in the presence of the camper, to discuss the situation and conditions for remaining in camp or arrangements for a shortened stay at camp.

Directions

Please be aware that SeaWorld Camp residential programs do NOT meet at the main entrance to the park. We've include directions to the main gate of SeaWorld San Antonio and directions from there to the Administration/Receiving/Human Resources entrance (Employee Parking Lot) where SeaWorld Camp residential programs meet.

From Downtown San Antonio

Take I-37 South to Highway 90 West. Exit Highway 151 West. Take the Westover Hills Blvd. exit and turn left. Follow the directions below.

From North (Airport area)

Take Loop 410 West to SeaWorld exit. Take Highway 151 West to Westover Hills Blvd. and turn left. Follow the directions below.

From South (Corpus Christi, Pleasanton)

Take I-37 North, exit to Highway 90 West. Take Highway 151 West to Westover Hills Blvd. and turn left. Follow the directions below

From West (Del Rio, Uvalde)

Take Highway 90 East to Loop 1604. Turn left on Loop 1604. Turn right on Highway 151 East and exit Westover Hills Blvd. Turn right onto Westover Hills Blvd. and follow the directions below.

From East (Seguin, Houston)

Take I-10 West, which becomes Highway 90 West. Take Highway 90 West to Highway 151 West. Exit at Westover Hills Blvd. and turn left. Follow the directions below

From Austin or Dallas

Take I-35 South to Loop 410 West. Take Highway 151 West to Westover Hills Blvd. Turn left at Westover Hills Blvd. and follow the directions below.

From West (El Paso, Kerrville)

Take I-10 East to Loop 1604. Turn right on Loop 1604. Exit Highway 151 East to Westover Hills Blvd. Turn right at Westover Hills Blvd. and follow the directions below.

From Westover Hills Blvd. (driving into SeaWorld)

Turn left at the light at the entrance to SeaWorld (onto Ellison Dr.) Turn right at the first stop light (onto Military Drive W). Turn right at the second stop sign. Drive down the hill and through the first security check-point. The check-in table will be set up in front of the Administration building on the right.

Packing List

All Camp Packing List

Twin-sized sheet set/blanket or sleeping bag & pillow
Towels (showering/swimming)
Toiletries (soap, shampoo, deodorant)
Female hygiene supplies
Shower shoes
Toothbrush/paste
Shaving equipment
Comb/brush
Pajamas/sleepwear (full pajama top and bottom)
Closed-toe footwear (athletic shoes)
Shorts/pants (NO DENIM IN WORK AREAS – See Dress Rules)
Hat or camp

After Camp/Other clothes

Shorts/pants/shirts (See Rules)
Light Jacket
Swimsuit
Socks
Undergarments
Shoes for Walking
Picture ID for airline travelers
Flight Itinerary for departure
Money for departure luggage fee (see airline for details)
Sunscreen
Backpack, knapsack or hip pack
Books, notebooks, journals
writing paper, etc.
Spending money

Required medications (in the original bottle w/ prescription labels)
Stamps for postcards or letters
Combination lock for locker
Camera or film (cell phones may not be used as a camera)
Glasses and/or contact lenses
Orthodontic devices
Extra bag for souvenirs

Additional List for Expedition Camp

All camp packing list
Sleeping bag (for sleepover in Penguin/Shark exhibit)
Wristwatch

Additional List for Careers Camp

All camp packing list
Battery operated alarm clock
5-6 pairs of thick boot socks
Warm “grubby” sweats (you wouldn’t mind getting dirty)
Hooded sweatshirt
Sweatpants

Additional List for Advanced Careers & Marine Zoological Careers Camp

All camp packing list
Battery operated alarm clock
5-6 pairs of thick boot socks
Dive booties (zip up)
Mask/snorkel (optional)
Warm “grubby” sweats (you wouldn’t mind getting dirty)
Hooded sweatshirt
Sweatpants

**Please leave valuables at home (personal stereos, jewelry, etc.)
SeaWorld will not be responsible for lost or stolen money or personal items.**

Dress Rules

Footwear

Closed-toe footwear, athletic type, and socks must be worn at all activities. Sandals and/or flip flops may be worn during free time only.

Camp T-shirt

You will receive three SeaWorld Camp t-shirts as your uniform and will be worn while involved in camp activities and while in animal areas.

Shorts/Pants/Shirts

Shorts should be comfortable and come to the middle of the thigh. Some examples of shorts to bring are basketball, khaki and workout shorts. Denim shorts of any length, cut-offs, short-shorts and bike/exercise shorts (Spandex) are NOT suitable.

Jeans, without tears or holes, may be worn during free time only but are not recommended due to the heat.

Shirts/tops with spaghetti straps or which reveal a bare midriff are NOT permitted.

Swimwear

Swimwear must be tastefully and conservatively cut. Females MUST wear one-piece swimsuits, no tankinis. Males MUST wear swim trunks.

Jewelry

Jewelry is NOT permitted while in ANY animal work areas for animal safety. This includes stud earrings and other body jewelry. NO EXCEPTIONS.

Eyewear

All eyewear (sunglasses included) should be secured with a strap or lanyard.

Hairstyles/Headwear

Hair should not hang in the face in animal areas or interfere with work. Hard plastic hair clips or pins CANNOT be worn in animal work areas.

Caps may be worn but must be worn bill forward.

Artificial hair decorations (feathers, braids, etc) that are attached to the hair may not be worn in animal areas. Please do not come to camp with them.

Resident Camp Q&A

Q: What should my camper wear? Are there laundry services?

A: Three SeaWorld Camp T-shirts will be given to each camper. Laundry services will be provided, at no charge, once during the week for camp shirts and work area shorts. Please bring enough socks, undergarments, etc. for the session. For the rest of the packing list, please see the previous pages.

Q: What can I NOT bring to camp?

A: Restricted items are as follows, set by the American Camp Association and the Texas Department of State Health Services. Any violation will result in dismissal from the program.

- Pets (cats, dogs, lizards, frogs, hermit crabs, etc.)
- Personal sports equipment (balls, bats, etc.)
- Weapons or firearms
- Alcoholic beverages and smoking (regardless of age)
- Possession/use of non-prescriptive narcotic drugs under any circumstances

Q: Can I send my camper mail/packages, and can my camper send out mail?

A: We will pick up mail at least once per day. For your convenience, we suggest that campers bring their own postage stamps for postcards and letters. Campers can receive mail while at camp. All incoming mail MUST have a return address for security reasons. Email is another option to communicate with your camper. Campers will not be able to respond via e-mail, but we will print and deliver emails as needed. Please refer to the next page for addresses. Any mail received after the camp session is over will be returned to sender. Please factor in mailing time when sending mail to campers.

Q: How can I prepare my child for camp and being away from home?

A: Missing home at any age is a very normal reaction to being at camp. The combination of unfamiliar surroundings and dealing with new people can be unsettling at first. Before camp, thoroughly read the handbook to know what to expect. SeaWorld Camp counselors are dedicated to providing a fun and educational experience for each camper – we encourage talking with a counselor on arrival day.

Q: After camp is over on Friday, is there a special discount that parents of campers can receive to visit the park?

A: At this time, SeaWorld San Antonio does not have any special discounts for parents, but the camper has free admission. Contact Camp Staff during drop-off and he/she will make the appropriate arrangements.

Q: How can my Career/Advanced/Marine Zoological Careers Camper receive school credit for camp?

A: Some schools will give certain credit for our camp. In order to find out if your school participates in this, please call your school's counselor/administrator. Once camp is completed, a packet of information will be mailed out to your home with a camp syllabus, evaluation and test scores. If your school accepts our camp for credit, please take the packet to your school's counselor/administrator. If your school has any questions they may contact us.

Other Information

Evaluations

Feedback is extremely important in our efforts to provide the highest level or quality program and your answers will assist SeaWorld’s Education & Conservation Department in conducting ongoing training with our team to ensure that they provide memorable and educational experiences for our campers.

After your camp experience, please fill out this survey online:

<http://www.surveymonkey.com/s/X56VLNT>

Important Contact Information

Education & Conservation Office (M-F, 8:00 a.m. – 4:30 p.m. CST).....(210) 523-3608
Camp Dorms A, B, C (Please leave a message).....(210) 523-3658
Camp Dorms D, E (Please leave a message).....(210) 523-3175
Security Department (Emergency Only after normal business hours).....(210) 523-3698
Camp Email.....SWTResCamps@SeaWorld.com
Payment or Registration Questions (7 days a week, 8:00 a.m. – 8:00 p.m.).....(800) 700-7786

Send your camper mail/packages to:

(Participants Name)
c/o SeaWorld Camp
(Name of camp program child is attending)
10500 SeaWorld Drive
San Antonio, TX 78251

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Facebook.com/SeaWorldBuschGardensCamps