



FREQUENTLY ASKED QUESTIONS PAGE

1. What will a virtual summer camp look like?

Campers will “travel” up the coast via video chats and visit all 4 North Carolina Aquarium facilities (Fort Fisher, Pine Knoll Shores, Roanoke Island and Jennette’s Pier). At each facility, campers will do things like engage virtually in animal encounters, games, crafts and other activities to get you moving! Aquarium educators will be online with the campers throughout the virtual camp experience so minimal parental involvement is required. Monday will serve as a short “orientation/sound check” day while Tuesday through Friday will be a full 3 hours at each facility.

2. How can I register?

Visit <https://reservations.ncaquariums.com/pineknollshores/Info.aspx?EventID=1029> to register. Registration will open soon. We can only accommodate 15 campers per camp so hurry to reserve your spot!

3. Are there any in-person opportunities available this summer?

At this time we do not have any in-person experiences available. Please check each Aquarium’s website for more updates.

4. Who do I contact at the Aquariums about my in-person camp refund?

You should receive an automatic refund within a couple weeks. If you experience issues past this point you can contact the following person at the appropriate facility.

Fort Fisher: ncaff.registrar@ncaquariums.com

Pine Knoll Shores: pamela.pittman@ncaquariums.com

Roanoke Island: jennifer.gamiel@ncaquariums.com

Jennette’s Pier: christin.brown@ncaquariums.com

5. How many days until I will receive my refund?

We are working on refunds as quickly as possible. Please allow up to two weeks to receive your refund.

6. Do you have camps available for kids in grades K-2nd?

At this time we are only offering virtual camps for grades 3-5 and 6-8.

7. Why are you cancelling in-person camps?

The health and welfare of our staff and all our camper’s families is of the utmost of importance to all of us at the North Carolina Aquariums. We feel that the unique nature of our camp experiences will not allow us to maintain proper social distancing measures that will continue to be necessary as we move through the phases of planned reopening



outlined by NC Governor Roy Cooper and the CDC. While we understand that this comes as a disappointment, we value nothing more than the wellbeing of our community.

8. What defines a household?

We are charging for our virtual camps per household. A household will be defined as one computer screen. For example if you have multiple kids who will be participating in the same camp and they can share a screen, then that counts as one household. If you have multiple kids who will be using separate computers to join in, then you must pay for each camper separately.

9. Do we get multiple program kits if we have multiple kids in our household?

No, each household will get one program kit included in the price of registration. You may purchase additional kits for an extra fee if done so at the time of registration.

10. What is your cancellation policy for your virtual camps?

We are happy to issue a full refund if you notify us of your cancellation 2 weeks prior to your camp start date.

11. Can I switch weeks for my virtual camp?

Once registered you cannot switch weeks, but you are welcome to cancel the week that you originally booked if you are within the guidelines of our cancellation policy and register for a different week instead. Based upon space availability.

12. What do I need for my kid to successfully participate in virtual camp?

You will need a computer or tablet that can connect to video conferencing programs such as Zoom, Google, or Microsoft. We will let you know of the exact means of communication prior to the first day of camp. A computer with a strong internet connection will give you the best experience.

13. Is each camp session the same or will there be different activities each week?

Each week of camp will be roughly the same so we would not recommend signing up for more than one week. The different age groups may vary slightly from one another but overall those will be very similar as well.

14. What is required of the camper?

All the camper needs is a good attitude (and a snack)! The campers will be at the computer for camp time but will also have numerous opportunities to get up and move around! If you have any extra craft supplies (like scissors, glue, tape, markers, etc), those might come in handy too. But we will supply you with everything that is essential in our program kits. A more specific list will be sent prior to camp.

15. What is required of the guardian?



The camps are designed to have very little supervision from the campers' guardians, and we want to encourage guardians to allow their children to have an experience as close to an in-person camp as possible. This means minimal interaction from their guardians. The only things we require of the guardians are to assist their camper with setting up the virtual platform, providing a snack and other household materials that are needed for crafts or activities, and supervising their child if they are asked to go outside during or after camp time. After signing up for camp, supplemental documents will be sent to the guardians with instructions on setting up the virtual platform, list of materials needed, and a schedule that will provide snack times and outdoor times.