



FREQUENTLY ASKED QUESTIONS pg 1

Help! I need assistance or to talk to a member of the Camp Leadership Team. How do I reach them?

Please contact Camper Services. Their phone number is 256-721-7185. Their office is located on the first floor of Space Camp Operations Building (SPOC). Their office is open regularly Sunday through Saturday, 8AM-11PM.

What if it's an emergency ?

If you need assistance outside of Camper Services hours, call our Security department at 256-721-7198. Security is available 24/7.

I need to speak with a nurse/Sick Bay, who do I call?

Our nursing station/SICK BAY is staffed 24 hours a day to serve your students. They can be reached by calling 256-721-7162.

Do I need to wear my chaperone badge all the time?

Yes, while on campus you must wear your badge.

How do I get on campus/into camp and the museum?

You can either enter through SPOC between the hours of 8AM-5PM or through the SECURITY/Administrative entrance. This entrance is open 24/7.

What are normal museum hours?

Our museum is open to the public 9A-5P daily. Since you are a chaperone with a badge, you are allowed in after normal hours.

I'm hungry, where do I eat?

Also included with your chaperone badge is the ability to eat breakfast, lunch and dinner in our crew galley (Camp cafeteria) at no additional cost.

What time are Crew Galley Meals served?

Breakfast: 7:30A-9:30A

Lunch: 11:30A-1:30P

Dinner: 4:30P-6:30P

(Turn me over, there is more info on the other side!)

FREQUENTLY ASKED QUESTIONS pg 2

Where can I get some coffee or tea?

Coffee and tea are available 24/7 in the Crew Galley

When is the best time for me to see my students?

Please see the "When to see your students" page located in your chaperone folder.

Do I have to go to every activity?

No. Please see the "When to see your students" page.

Oh no! The nurses just called me to say one of my students is sick and may need to leave camp!

Space Camp will follow the guidance provided by the CDC and American Camps Association as follows:

If the camper has been exposed to COVID-19 and has no symptoms, he or she is welcome to remain at camp and will have to wear a high-quality mask while indoors per CDC guidance. This is regardless of vaccination status.

Campers or staff members with COVID-19 symptoms are required to leave camp for the required isolation period regardless of vaccination status.

Symptoms, as defined by the Center for Disease Control (CDC) include but are not limited to fever, cough, runny nose, sore throat, vomiting, and diarrhea.

Please note, that once a camper leaves due to illness, they are not allowed to return to camp even if their symptoms have improved.

What happens if my student is required to leave camp because of COVID symptoms?

Per group guidelines, our nurses will contact the chaperones first, in the event a child becomes ill and is asked to leave camp.

Group chaperones are responsible for and must pick up their camper within 8 hours of notification. We are unable to house/isolate sick campers on-site to ensure the safety of all our campers and staff.

We recommend that you have a firm plan on how to handle and care for your sick student if this were to happen during your camp program

Space Camp is not responsible for offsite accommodations in the event a member of your group is decamped.

The parent/guardian of each camper is made aware of these guidelines on their child's online health form. The parent/guardian is required to check that they understand these guidelines in order for the health form to be marked complete.