

Frequently Asked Questions

When does registration begin?

Online, over-the phone and walk-in registration begins for the Austin Nature & Science Center (ANSC) on **February 10th at 10AM for participants that have been awarded financial aid and/or qualify for early registration through our Inclusion Department. General registration will open to city of Austin residents at 12:00 PM and non-Austin residents at 2:00 PM on February 24th.** Online, over-the-phone and walk-in registrations are accepted for general registration. **Due to high demand, participants may be registered for up to 3 camp sessions or 2 CIT sessions.**

Online registration is strongly encouraged. Customers may review online results immediately as online registration is completed in real time. Walk-in registration is only completed when they are entered into the system by staff. Please check your receipt to ensure you are registered for the correct program or on a waiting list.

How do I register online?

Visit ANSC's [website](#) and use the "online registration" link. You will be emailed a confirmation (payment receipt) or notification that you are on a waitlist. Please check your email messages, including your spam folder. You will receive an email from austinparksrec@rectrac.com.

Are scholarships available?

For financial aid and scholarship information, visit www.austintexas.gov/financialaid or call 512.974.3911. Please remember that you must be preapproved, (which may take up to 4 weeks to process) in order to use your financial aid with registration. Scholarships are not retroactive.

What happens if the camp is full?

If a camp is full, a spot on the waiting list will be offered. There is no fee to be on the waiting list. When ANSC receives a cancellation, the available space will be offered to the first person on the waiting list. If you are next on the waiting list, we will notify you by phone and let you know how much time you have to secure the space with payment. If you decline or let the deadline expire without making payment, we will offer the space to the next person on the waiting list.

If I make an ADA accommodation request, do I have to wait to speak with staff for GENERAL registration?

No. Please participate in registration as usual. Reasonable modifications and equal access will be provided upon request. Call 512-974-3914. See first FAQ above for info regarding early registration.

Can I arrange for siblings or friends to be in the same camp? No. Placement of siblings or friends in the same group is not guaranteed. Campers enrolled in the same camp might not be placed in the same group depending upon the total number of enrolled participants. Please note that campers in

the same camp age group will spend much of their day together regardless of group designation.

How do I know if I am an Austin resident or a non-Austin resident?

If you have an Austin zip code or are an Austin Utilities customer you are probably considered an Austin resident for the purposes of Parks and Recreation Department program registration. Refer to the jurisdictions web map [here](#). If you are unsure, please call the ANSC front desk at 512.974.3888 for assistance.

What should my child bring to camp?

To make sure your child has everything they need for camp, please review the confirmation packet and parent letter which you will receive via email. This includes information about what to bring and ANSC's [medical release form](#). The medical release form must be submitted on the first day of camp at sign-in (please do not email it beforehand).

Will my child swim at camp?

Campers, ages 5-15 will complete a swim check for each camp session in which they are registered. The swim check is to determine the comfort of each camper in water and used to assign an appropriate swim zone. The swim zone for each camper is determined by each camper's swim ability. All campers will be allowed in the shallowest zone regardless of the swim check. All staff are trained in basic water rescue or as lifeguards to recognize emergencies.

Will my child get a T-shirt?

Yes. Campers will receive an ANSC t-shirt for each camp session in which they are registered. Camp groups will wear their shirt on Field Trip Days (Frog and Salamander Camps), or Friday (Youth Adventure & Specialty Camps). Campers will receive their shirt on the first day of the camp session for which they are registered. Size selection available during registration.

Are campers required to wear masks during ANSC camps?

No. However, if the community transmission level is medium or high, all individuals may be required to wear a properly fitted mask while participating in PARD programs or while in PARD facilities, regardless of vaccination status. Guidance on masking will be issued by Austin Public Health and the City of Austin and communicated to the public accordingly.

Program Registration Policies

Cancellation and Refunds:

Program attendance is the responsibility of the participant. Failure to attend a class does not entitle a participant to a transfer, makeup, prorated or refund. Substitutions, including family members, are not permitted. Registrations cancelled at least 7 days prior to the first day of class may be issued a refund, minus a \$40 nonrefundable deposit and the \$35.00 processing fee. No refunds are issued for registrations that are cancelled without 7 days advanced written notice of the first class day. Funds will be applied to outstanding balances before funds are released.

Refunds are issued to the charging credit card, or by check from the City of Austin (please allow 4-6 weeks for processing). Or you may request to have the refund applied to your account as a household credit. All checks sent to ANSC must be processed. There is a \$25 cash fee on all returned checks.

Deposits:

All deposits are non-refundable. A \$40 deposit per session will secure a place until three weeks (21 days) prior to the first day of camp. If you fail to pay the remaining balance, you will lose your deposit and forfeit your child's place in that session to another child on the waiting list. **Full payment is the responsibility of the participant.**

Age Requirement:

Placement in each camp are determined by participant age. **Your child must be the appropriate age on or before the first day of camp.** Curriculum is designed for specific age groups and developmental stages.

Minimum Registration:

ANSC reserves the right to cancel any camp that does not meet the minimum enrollment. If this occurs you will be notified at least 7 days prior to the summer program and a full refund will be issued.

Transfers:

Due to the number of participants in our summer programs, ANSC is unable to transfer participants to other camp sessions. To change camp sessions, you will need to cancel your current registration and register for a new session.

Video and Image Policy:

ANSC regularly takes photos of participants in our camps. Photos are used to depict programs at ANSC and may appear in brochures, fliers, and other media. Please see the image release waiver section of the registration form.

City Holidays:

Please be advised that camp does not take place on observed City of Austin holidays. Scheduled city holidays during the summer season include Juneteenth (June 19th) and the Fourth of July.

Parks and Recreation Department Mission Statement

The purpose of the Austin Parks and Recreation Department is to inspire Austin to learn, play, protect, and connect by creating diverse programs and experiences in sustainable natural spaces and public places.

Children's programs ages 5-15 supervised by Parks and Recreation Department and requiring enrollment/registration in order to participate are not licensed by the state, but follow local standards of care as adopted by the City of Austin Ordinance No. 020131-65. A copy of the ordinance is available and posted at each site.

Persons with Disabilities - The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. For assistance please contact (512) 974-3914 or Relay Texas 7-1-1.

Look for information about Winter and Spring camps in the **Fall!**