METRO PARKS NATURE CAMP

FREQUENTLY ASKED QUESTIONS

How does the waitlist process work?

Our Camp Waitlist process has changed for the 2026 season! When a spot becomes available, you will receive an automated email from franklincounty@rectrac.com with the subject line "Enrollment Offer for CAMP NAME"". The email will contain the following message

"Hello,

> This is an automated message to inform you that you have been offered enrollment into CAMP!
>
> You will have 48 hours to accept or reject your enrollment offer. Please log into your account on our website linked HERE
>
> Thanks!"

You will then have 48 hours to accept or decline the waitlisted spot. You will receive a follow up email when you have 24 hours remaining to select the spot. If you decide to accept the enrollment offer, you will be able to process payment and secure the enrollment from your online account! If you have any questions or issues with your enrollment and waitlist automation, please call camp administration at 614-895-6213 or email at naturecamps@metroparks.net

How do I check what position my camper is on the waitlist?

- Log onto your Metro Parks Account
- Select your Last Name in the top right corner
- Select "My Pending Enrollments" under "Waitlist"

From there you are able to view waitlist information, including your camper's position!

If you are having trouble with the above method, please call camp administration at 614-895-6213 or send an email to naturecamps@metroparks.net along with your first and last name, your campers first and last name, and the camp waitlist that you are inquiring about.

What are the chances of my camper enrolling from the waitlist?

Unfortunately, there is no way to know the chances of enrolling from the waitlist. It is dependent on the choices of the families of the campers enrolled into camp and whether they choose to cancel their enrollments or not.

I am having issues with ePACT, who do I contact?

As ePACT acts as a third party outside Metro Parks and camp families, any issues with accounts, submission, technical issues, etc need to be addressed directly to ePACT. You may also call 1-855-773-7228 ext.2 to access the ePACT helpline service.

I am having issues with my Metro Parks Online account, who can I contact?
We have reservation staff available by phone between the hours of 1 pm, M-F. If you need assistance out of that time frame, please email naturecamps@metroparks.net with your first and last name and email that is associated with your account.

I have campers that are enrolled into camp and campers that did not make it into enrollment. Can my campers who did not make it be enrolled?
At Metro Parks, we have strict maximum capacities at our camps in order to provide the best experience for our campers and families. Unfortunately, we cannot enroll campers beyond our maximum. There must be an open spot in the camp and your camper must be next on the waitlist for them to be enrolled.

Who can I contact if my camper is not able to attend camp for the day, I need to drop off late, or pick up early?
Please contact the Camp Cell Phone for the camp that your camper is attending. The phone numbers are listed in the Parent Handbook and on the Parent Letter sent out a week prior to camp. The camp may be away from the shelter so it is best to call ahead and coordinate.

Can my campers bring a cell phone to camp?
Campers may bring a cell phone to camp however they may only use the device for emergency purposes. The aim for our camps is to disconnect from an increasingly digital world and reconnect with the natural world around them. Unless notified of an emergency situation, camp staff is trained and expected to ask campers to put away digital devices. Similarly, campers may wear smartwatches but should only be used in emergency situations.

Is there a camp Lost and Found?
Yes, there are lost and founds located at each camp that will have items left for that camp week. At pick up, please check the lost and found daily for any items that belong to your camper. After the week ends, any items that are left behind will be donated. Please label your campers belongings to reduce the chance of lost items.

What are the age requirements for camp?
Traditional day camps are for ages 6-12. Please see our website for more camp specific age requirements as we may have specialty camps for other age groups.

What kind of training do your counselors receive?
Every Metro Parks staff member, including counselors, goes through a background check process and drug screening. Head Counselors are trained for two weeks and General Counselors are trained for one week. Training includes CPR/First Aid certification, conflict management, scenario training, safety protocols and policies, etc. Each of our camps are

within parks that have trained Metro Parks Ranger staff who will be contacted during emergencies.

What is the plan for thunder and lightning?
If thunder is heard or lightning seen, campers and camp staff will take shelter. Alternative indoor activities will be done. After 30 minutes from the last rumble of thunder or sight of lightning, outdoor activities may resume.

Are there Junior Counselors opportunities?
At this time, we do not offer Junior Counselor opportunities at our summer camps.

What is the Tax-ID for Metro Parks?
For tax filing purposes, Metro Parks' Tax ID # is: 31-1578154.

Where can I find more information about camp?
You can find more information within our Parent Handbook. You may also reach out Camp Administration at naturecamps@metroparks.net or 614-895-6213.

SUMMER CAMP FREQUENTLY ASKED QUESTIONS

Can I sign my camper up for more than three weeks of camp?
No, campers are limited to signing up for a maximum of three weeks of camp in order to provide more campers with the opportunity to attend camp.

How does the camp scholarship work?
You are able to send in the scholarship before your registration or after your registration. Please download the form and email the filled form along with the required documentation (listed on the form) to naturecamps@metroparks.net. At the Camp Administration's earliest convenience, they will add the scholarship rate to your campers account. If done before registration, the scholarship rate will apply at checkout. If you choose to send in the scholarship after, Metro Parks will refund you the difference.

What should my camper wear/bring to camp?
All campers should wear closed toe, sturdy shoes such as tennis shoes or Keen-like sandals with clothes that can get dirty. Everyday campers should bring a refillable water bottle.
In a backpack campers should/may bring:

- Labeled sunscreen and insect repellent
- Change of clothes/shoes
- Light Jacket/Sweatshirt for chilly mornings.
- Raincoat/Poncho
- Labeled Medications
- Plastic bag for wet clothes
- Notebook/Coloring Book for desired downtime.
- A Hat
- Creeking shoes for creeking day (Refrain from crocs if possible as these are very slippery).

*PLEASE LABEL ALL CAMPER BELONGINGS

Can my camper bring their own fishing pole, kayak, etc?
We kindly ask that campers utilize the materials that are offered by Metro Parks and do not bring their own equipment.

Do I need to provide lunch for my camper?
Yes, you will need to send your camper to camp with lunch. We will have a cookout at camp every Thursday (weather permitting - camp staff will communicate if cookout day will change) in which it will be optional to send your camper with lunch from home.

What is included on Thursday's cookout?

We will have hot dogs, buns, ketchup, mustard, regular potato chips, and watermelon. Upon request, we are able to provide alternative options for hot dogs and buns (i.e. gluten free buns, veggie hot dogs, kosher hot dogs, etc).

My camper turns 8 years old this year but will not be 8 during camp. Can they still kayak?
Unfortunately, Metro Parks has strict rules for kayaking and campers must have turned 8 years of age to participate.

My camper is attending a Traditional Day Camp and is too young to kayak. What will they be doing instead?
Campers under the age of 8 or those who choose not to kayak will do alternative activities such as a Nature Center visit, playground time, or whatever the camp is feeling that day!

Will camp cancel if the weather is bad?
No, camp will not cancel if the forecast calls for bad weather (heat, storms, rain, air quality, etc) however we will pivot our activities accordingly. Depending on the situation, some activities will be canceled and alternative activities done in place. Every one of our camp locations has a designated tornado shelter space. Each of our camps also have indoor, A/C locations such as our Nature Centers or The Grove Lodge at Scioto Grove that camps can utilize to take a break from the heat. Families have the option of not sending their campers to camp if that is preferable however no refunds will be given if they do not attend.