



## **FREQUENTLY ASKED QUESTIONS**

1. How are the players generally grouped? Camp groups are determined by age, then ability.
2. What is the coach to child ratio? 1:16 maximum.
3. Should a camper pack lunch? No. Full day campers will break for lunch. Don't forget your water.
4. Can I receive a refund if my camper leaves due to being sick etc?  
Please see the cancellation policy on website under legal.
5. Do you need to be an experienced player to attend the camp? No, this camp is open to all skill levels.
6. Do I have to pick up my child from camp at 4 pm sharp? Yes, after 4pm parents or guardians are liable and responsible for their children as there will not be any Hansa staff members present after the camp has ended.  
In case of an emergency call 773-366-6640.
7. What is the difference between camp and academy? A camp is a short term program that can be from 2-7 days in a row. An academy is a long term program that is over several weeks and/or a season.
8. Can my child attend several weeks of camp? Yes, campers can attend as many camps in a row as they want.
9. Do I get money back in case of a cancellation due to weather? Please see policy under legal on website.