

## Summer Camps at the Georgetown Palace Theatre

It is the Vision of the Georgetown Palace Theatre to become the cultural destination for everyone. As such, it is the goal of the Education Department to create a safe and inclusive environment that welcomes all students, teachers, staff, and patrons, celebrating differences with respect and empathy.

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## FAQs

### **How do you ensure campers' safety?**

- Our staff are all background checked, certified in CPR/First Aid, and they all receive training in Recognizing and Reporting Child Abuse, provided through Texas Department of Family and Protective Services.
- There are no more than 24 campers in a group (maximum), and there are at least two staff members with each group at all times.
- The doors to the building are locked at all times.
- No visitors (including parents/caregivers and siblings) are allowed inside the building during drop-off, pick-up, or regular camp hours.
- We complete a double check-in and check-out process every day. We check off each camper's name on two separate lists as they enter/exit the front door AND as they exit/enter our main gathering space in the performance hall inside the building. At the end of the check-in/check-out process, we compare those lists to make sure that we have recorded the check-in/check-out the same. We also use one of those lists and match it to the morning attendance in each group after they've separated. Throughout the day, there are constant counts and checks, and if campers arrive late or depart early, we mark down the time. This way, if there were an emergency (like a fire), we would know beyond a shadow of a doubt exactly who is and who is not in the building and where they should be.
- During the checkout process, we ask that the adult coming to pick up each camper have their photo ID ready to show staff at the door, to make sure they are an approved pick-up person.
- Due to the large number of campers arriving and departing all at once, as well as the added activity in the summer months in our immediate area (near Blue Hole Park), we typically have a security guard stationed outside by the front door during regular drop-off and pick-up times.

### **What should my camper wear to camp each day?**

- comfortable, modest clothing they can move in
- close-toed shoes (no flip-flops, sandals, or crocs)

### **What should my camper bring to camp each day?**

- NUT FREE Lunch (no refrigerator or microwave available)
- at least 2-3 additional NUT FREE Snacks  
(during camp, they tend to get hungrier than normal, so extras are good!)
- refillable water bottle labeled with your camper's name
- 2 pencils and 1 highlighter
- their script (once it has been given to them)
- black jazz shoes (if they have them)

We ask that most personal items (such as toys, craft supplies, blankets, etc) be left at home, especially if they hold monetary and/or sentimental value. We move around the building to different rooms quite often during the day, which makes it easy for items to get lost.

### **Can my camper bring a cell phone or other electronic device to camp with them?**

While we do not outright ban cell phones or other electronic devices completely, we do ask that students keep them silent and put away during all "class"/rehearsal times. They may use them *ONLY* while they are waiting during drop-off or pick-up times and during a designated mid-day break time. We do our best to enforce these rules, and we ask for your support in making these rules clear to your camper as well.

If you need to communicate directly with your camper during camp hours, you can call us at 512-763-4532 or email us at [education@georgetownpalace.com](mailto:education@georgetownpalace.com). If we don't answer immediately, it's because we are all attending to the campers at that moment. But typically, someone is staffing the front desk area, so we can answer right away or get back to you relatively quickly.

If your camper needs to communicate with you at other times during the day, they can let a camp instructor know, and they will be allowed to come down to the front desk and use the main phone to call you.

### **Where do we go on day one? How do I drop off my child for camp?**

Summer Camps will be held in the Georgetown Palace Theatre's Education Center: the Doug Smith Performance Center, located at: [206 W. 2nd Street](#) (at the corner of Rock St. and 2nd St., across from Encantada Cocina & Cantina – the restaurant formerly known as El Monumento). ([See the map below](#))

Drop-off/check-in will take place at the front door of the building (DOOR #1). **ALL parents/caregivers must accompany their camper to the drop-off/check-in point at the front door. Please do not send your camper to the front door alone to check in, and do NOT simply let them out of the car and drive away.** Especially on day one of each session, we need to make sure we speak to both the camper and their parent/caregiver during check-in to make sure we have all of our information correct. There are a few other performance-based summer camps in our area, and there have been situations in the past when campers have been dropped off at the wrong camp with ZERO communication between the parent/caregiver and the onsite staff. Since the camper is not actually enrolled at the camp where they were dropped off, that camp's staff have no contact information for that camper's parent/caregiver, and therefore have no way to reach them to tell them that they dropped their child at the wrong camp.

In order to check your camper in, you can park your vehicle in any available parking space near the building. With the exception of the parking lot for Encantada Cocina & Cantina (the restaurant formerly known as El Monumento) across the street from us, all of the parking surrounding the building (the Blue Hole parking lots, street parking, and the parking garage on the corner of Rock St. and 3rd St.) is open, free, city-controlled parking. [See the map below](#) for available parking areas (circled in green).

Please do not park somewhere that will block access to any streets, intersections, or driveways.

And please do not park in the accessible parking spaces in front of our building without a valid accessible parking permit. We do have students and families who genuinely need to use those spaces, and they need to be available. Also, officers from both the Georgetown Police Department and the Williamson County Sheriff's Office do drive by regularly, and you will be ticketed if you park in those spaces illegally, even if it's "just for a few minutes."

After you have parked, gather your camper's belongings and come to the front porch area (the front of the building is on Rock St). If a line has formed, please join the end of the line and make your way through the stanchions until you get to the front door. During regular drop-off (8:30-9:00am), there will be a staff member stationed at DOOR #1, ready to greet you and your camper and check your camper in for the day. Please note: only campers and background-checked staff members are allowed inside the building. Parents/caregivers will need to drop off at the door, not inside the lobby area.

**The window for regular drop-off is 8:30-9:00am. If you arrive before 8:30am and you have not registered and pre-paid for early drop-off, please remain in your parked vehicle until 8:30am. Please do not join the line for regular drop-off before 8:30am. There is NO DROP-OFF allowed between 8:15 - 8:30am** (that is the timeframe during which *most* of our staff arrive and get set up for the day).

## **What if I registered and pre-paid for Early Drop Off? What do I do?**

If you registered and paid for Early Drop Off, please drop off between 7:30am to 8:15am, following the regular drop-off procedures above. There may not be a staff member stationed directly at the front door during early drop-off, but we will be very close by. When you arrive, come to the front door (DOOR #1) and, if there is not someone there, please ring the doorbell. A staff member will come to the front door right away to greet you and your camper and check your camper in for the day. If for some reason a staff member isn't at the front door within a minute or two after you ring the doorbell, please call 512-763-4532. If you arrive after 8:15am, you will need to wait until 8:30am to enter the drop-off lane for regular drop-off and follow the instructions above. **There is NO DROP-OFF allowed between 8:15 - 8:30am** (that is the timeframe during which *most* of our staff arrive and get set up for the day).

## **How do I pick my child up at the end of the day?**

Pick-up/check-out will take place at the front door of the building (DOOR #1). **ALL parents/caregivers must come to the pick-up point at the front door to check their camper(s) out at the end of their day. PLEASE HAVE YOUR PHOTO ID READY FOR PICK-UP/CHECK-OUT.**

In order to check your camper out, you can park your vehicle in any available parking space near the building. With the exception of the parking lot for Encantada Cocina & Cantina (the restaurant formerly known as El Monumento) across the street from us, all of the parking surrounding the building (the Blue Hole parking lots, street parking, and the parking garage on the corner of Rock St. and 3rd St.) is open, free, city-controlled parking. [See the map below](#) for available parking areas (circled in green).

Please do not park somewhere that will block access to any streets, intersections, or driveways.

And please do not park in the accessible parking spaces in front of our building without a valid accessible parking permit. We do have students and families who genuinely need to use those spaces, and they need to be available. Also, officers from both the Georgetown Police Department and the Williamson County Sheriff's Office do drive by regularly, and you will be ticketed if you park in those spaces illegally, even if it's "just for a few minutes."

After you have parked, if it is 4:00pm, come directly to the front porch area (the front of the building is on Rock St). If a line has formed, please join the end of the line and make your way through the stanchions until you get to the front door (DOOR #1). During regular pick-up (4:00-4:30pm), there will be a staff member stationed at DOOR #1, ready to greet you. **PLEASE HAVE YOUR PHOTO ID READY FOR PICK-UP/CHECK-OUT.** Once that staff member has called your camper's name and checked your photo ID, we will ask you to step down to DOOR #2, where another staff member will be stationed to release your camper to you.

**The time window for regular pick-up is 4:00-4:30pm. If you arrive before 4:00pm, please do not join the line early.** It tends to get very hot in the afternoons and, even though our front porch area is shaded, we do NOT recommend forming a line for pick-up before 4:00pm. If you arrive early, we recommend that you remain in your parked vehicle until your designated pick-up time window begins.

As a reminder, only campers and background-checked staff members are allowed inside the building, no visitors (including parents/caregivers) are allowed inside the building during camp hours (not even just to pop in to cool down or to come in and use our restroom quickly). Because we are helping campers wrap up, clean up, and gather together to be ready for pick-up/check-out, **we also will NOT release campers between 3:30-4:00pm.**

## **What if I registered and pre-paid for Late Pick-Up? What do I do?**

If you registered and paid for Late Pick-Up, you are welcome to pick up your camper as late as 5:30pm, following the regular pick-up/check-out procedures above. There may not be a staff member stationed directly at the front door after 4:30pm (during late pick-up), but we will be very close by. When you arrive, come to the front door (DOOR #1) and, if there is not someone there, please ring the doorbell. A staff member will come to the front door right away to greet you and check your camper out for the day. If for some reason a staff member isn't at the front door within a minute or two after you ring the doorbell, please call 512-763-4532.

## **How long does regular drop-off and pick-up usually take?**

On the first day of each session, everyone tends to arrive at the same time and ask a lot of questions during drop-off and pick-up. We are also learning every camper's name for the first time, making sure all of the information we have on file is correct, and checking that each camper has brought everything they need for the day. So, the lines tend to take a bit longer on day one.

By day two, people usually tend to spread out their arrival times more, making the morning line move much quicker, and generally no one has to wait in line for drop-off for more than 10 minutes (unless they line up too early, before 8:30am).

In the afternoon, we start the pick-up process at 4:00pm, and we typically have no one left in line by 4:30pm. For anyone who lines up on time (not before 4:00pm), the *maximum* amount of time spent in the pick-up line is usually up to about 15 minutes.

We do have some tips to try to help us improve the speed of drop-off and pick-up:

- For last names that begin with A-K, we ask you to come for drop-off at 8:30-8:45 and pick-up at 4:00-4:15. For last names that begin with M-Z, we ask you to come for drop-off at 8:45-9:00 and pick-up at 4:15-4:30. We understand that this timeframe doesn't work for everyone every day, and that is ok. But if everyone follows these guidelines whenever possible, it really does help reduce backup.
- PLEASE ALWAYS HAVE YOUR PHOTO ID READY AT PICK-UP/CHECK-OUT.
- Please do not text or call your child from your car or the sidewalk and tell them to just come out to you. They will not be allowed to exit without an approved parent/caregiver at the door, and the process will be slowed down for everyone.
- Please be respectful and use the stanchions to line up in an organized pattern. Do not gather at the bottom of the steps and yell campers' names to us, and do not try to cut in line or go to DOOR #2 to drop off or pick up your child because you are in a rush. This will only cause distractions and confusion, and the process will be slowed down for everyone.
- Please do not try to get through the line faster by arriving extra early. If people begin to line up early, the line will get very backed up. So, we ask that if you do arrive too early, please utilize the public parking anywhere around the building and wait to join the line until your designated time.
- If you have non-emergency questions or concerns, please consider contacting us by phone or by email. We are more than happy to discuss whatever issues you may want to address, but trying to do so during drop-off or pick-up slows down the process for everyone.

## **Why do we have to come to the door? What happened to the car lane you used to have?**

For drop-off, especially on day one of each session, we need to make sure we speak to both the camper and their parent/caregiver during check-in to make sure we have all of our information correct and that each camper has everything they need for the day. There are a few other performance-based summer camps in our area, and there have been situations in the past when campers have been dropped off at the wrong camp with ZERO communication between the parent/caregiver and the onsite staff. Since the camper is not actually enrolled at the camp where they were dropped off, that camp's staff have no contact information for that camper's parent/caregiver and therefore have no way to reach them to tell them that they dropped their child at the wrong camp.

For pick-up, we want to make sure that every camper is being checked out to an approved parent/caregiver (with photo ID), and that they are getting to their vehicles safely. The corner of Rock St and 2<sup>nd</sup> St, where we are located, is a surprisingly busy spot. Especially in the afternoons, there are a lot of people coming and going to and from Blue Hole Park and the nearby restaurant, and oftentimes there are small crowds of people around. Also, vehicles regularly come speeding down the hill on Rock St, and people on 2<sup>nd</sup> St routinely drive through the intersection without pausing at the stop sign. (Full-time staff have witnessed countless near-hits between cars and pedestrians at this intersection in the 5+ years since we have been in this location). So, it is simply not safe to just send campers out on their own to wander around until they find their grown-up and/or their vehicle. It is important that our campers are checked out by their approved parent/guardian at the door in order to get to their vehicles safely.

We no longer use the car lane for a few reasons:

1. It is difficult to check photo IDs in the car lane, which we have implemented for safer check-out.
2. The car lane requires that at least one staff member run up and down the block for at least 30 minutes straight during a heat index that is oftentimes over 110°F.
3. We received numerous complaints from parents/caregivers about having to wait too long in their cars and the traffic backups caused by the car lane.

## **What if I've given permission for my child to go home with a friend or have someone else pick up my child from camp on a particular day?**

The people on your "approved parent/caregiver" list will be the people you have listed as "caregivers" in your Connect by care.com account (our camp registration system). If you would like to allow someone else (not on that list) to pick up your camper on a specific day, please email [education@georgetownpalace.com](mailto:education@georgetownpalace.com) to let us know, in writing, the first and last name of the person who will be picking up your camper. We will make note of it, and we will ask that person to show their photo ID for pick-up/check-out.

## **What do I do if I need to drop off my child late or pick them up early on a specific day?**

If you need to drop your child off late or pick your child up early on a given day, please let us know with as much advance notice as possible so we can be prepared. Any early pick-ups must happen by about 3:15pm; **there will be no early dismissal between 3:30-4:00pm**. If you are coming to drop off or pick up your child outside of normal drop-off/pick-up hours, please park and come to the front door (DOOR #1) and ring the doorbell. A staff member will come to the front door right away to assist you. If for some reason a staff member isn't at the front door within a minute or two after you ring the doorbell, please call 512-763-4532.

**What should I do if I need to get my camper to an appointment or event elsewhere by 4:30pm? The pick-up line takes too long. Can I cut the line and come right to the door in those cases?**

If your camper has something urgent to get to soon after camp, we suggest that you plan to pick them up early that day. Any early pick-ups must happen by about 3:15pm; **there will be no early dismissal between 3:30-4:00pm**. Please let us know ahead of time so that we can have them ready to go. When you arrive to pick them up, please park and come to the front door (DOOR #1) and ring the doorbell. A staff member will come to the front door right away to assist you. If for some reason a staff member isn't at the front door within a minute or two after you ring the doorbell, please call 512-763-4532.

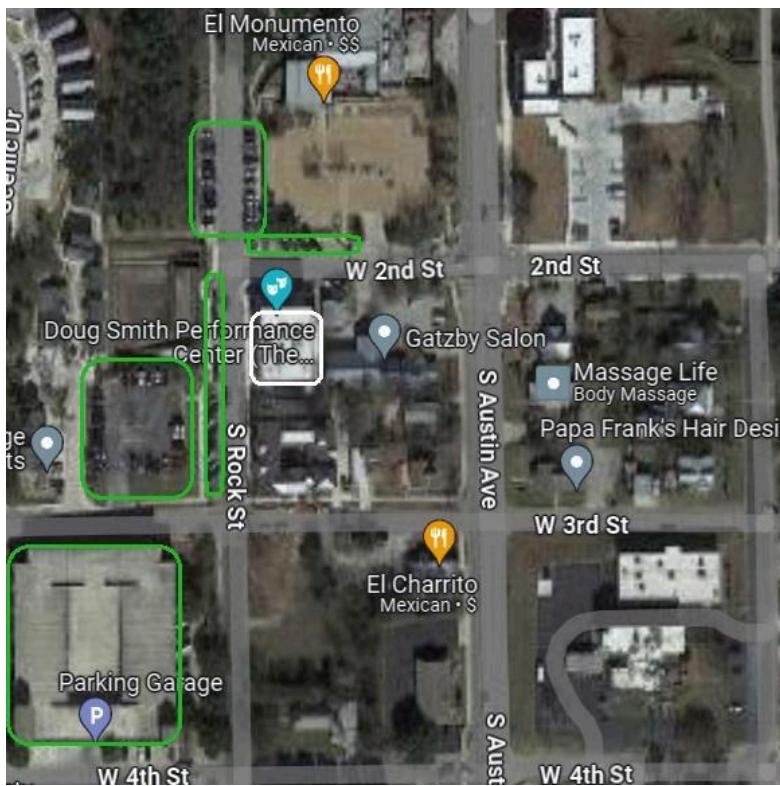
**What if my camper is 16 years old (or older) and drives themselves to and from camp every day?**

Campers who are 16 years old (or older) and who drive a vehicle to camp that remains parked here for the day may check themselves in at the door (DOOR #1). They should still line up at the front porch area and wait in line to check in when they arrive. They will be dismissed by staff during check-out and will exit through DOOR #2.

**What do I do if my child forgot something (lunch, water bottle, script, etc) and I want to drop it off for them?**

If you need to bring an item to drop off for your child during camp hours, please park and come to the front door (DOOR #1) and ring the doorbell. A staff member will come to the door right away to assist you. If for some reason a staff member isn't at the front door within a minute or two after you ring the doorbell, please call 512-763-4532.

#### MAP



**What if I am waiting in line outside to pick up my camper and I (and/or my other young child who is with me) desperately need to use the restroom?**

As a reminder, only campers and background-checked staff members are allowed inside the building, no visitors (including parents/caregivers and siblings) are allowed inside the building during camp hours (not even just to pop in to cool down or to come in and use our restroom quickly). We do not want to be rude, but the pathway to the first-floor restroom (closest to the front door) is also where campers come through to gather in the performance hall for the pick-up/check-out process (and many often use the restrooms just before pick-up begins). We also often have adults and children and other members of the general public (many who are visiting Blue Hole Park) joining in the line to try to come in just to use our bathroom. So, in order to keep all of our campers safe, we simply will not allow anyone into the building to use the restroom.

**What if I have a child who is nervous and I want to come in with them on the first day of camp?**

We suggest that you reserve early drop-off for that day (available during registration/on the website as an add-on). We will still ask that you stay out on the porch at the front door for drop-off. But staff can take the time to chat with you and your child, and a staff member will help walk your child into the performance hall (where we gather at the start and end of each day) and introduce them to teachers to make sure they feel safe and welcome.

**What are assessments like? What does my camper need to do to prepare for assessments?**

Assessments are what we call auditions – we just call them assessments because everyone who is registered will get a part! Assessments help us determine who plays which role(s). Campers do not need to prepare anything ahead of time for assessments. Each cast/group will have some time with each production team member (Director, Vocal/Music Director, and Choreographer). The Director will lead them through some get-to-know-you activities or games, some acting exercises, and/or ask them to read some parts from the script. The Vocal/Music Director will teach them a section of music from the show and then give them the opportunity to sing that section of the music individually and/or in small groups. The Choreographer will teach them a section of dance from the show and then give them the opportunity to do that section of dance in small groups. We do our best to start every camper on the same level and give them all the same opportunities during the overall assessment process.

**What if my camper misses the first day of camp and therefore misses assessments?**

Because we learn an entire show in two weeks, we have to do assessments on the first day of camp. This allows the team to make casting decisions on Monday night, so that everyone can start learning their specific role right away at the start of camp on Tuesday. If you cannot be there for assessments on Monday (the first day of camp), please contact the Education Office at [education@georgetownpalace.com](mailto:education@georgetownpalace.com) or 512-763-4532, ideally before you register for camp (if possible). We can discuss potential options.

**What do I do if my camper wants to be in the same group/cast as their cousin/friend (etc)?**

About 1 week or so before camp begins, we send out “Welcome to Camp” emails to everyone registered in the upcoming session. In that email, we ask you to let us know if there is another registered camper who you would like your child to be grouped with (cousin, friend, etc). Ideally, all parties involved will send us the request to be grouped together. (For example: Sally Johnson’s parent/guardian emails us to say she would like to be in a group with Jane Smith, and Jane Smith’s parent/guardian emails us to say she would like to be in a group with Sally Johnson). If you email us your request by the deadline given in that email (typically by 5pm on Friday before camp begins), we are *usually* able to honor your request (though it is never 100% guaranteed). If we receive your request any time after that deadline, especially if you call or email during or after the first day of camp, we will likely NOT be able to honor your request. (Please note: we typically put siblings who are in the same age group in the same cast, unless we are told otherwise.)

## **How will we know what happens at camp all day?**

Each day, we will send out a camp report via email. The report contains details about what happened at camp that day, any important information we need to convey, and a link to a Google Drive folder where parents/caregivers and campers can access the script, music tracks, and choreography videos so they can practice at home.

## **What is your behavior policy for campers?**

The Palace Theatre Education Department is committed to offering a safe, professional, age-appropriate learning environment where anyone can come to learn theatre arts and have fun. Disruptive or disrespectful behavior that impedes that goal will not be tolerated and may result in removal from the program without a refund. Physical violence or the threat of physical violence may result in the immediate removal from a program without a refund.

## **What do I do if my child is sick?**

We try to keep our camp environment healthy and safe, so we ask that you please be extra cautious about any symptoms of illness and keep your camper at home if they are not feeling well. Please send us an email or give us a call to let us know they will not be at camp that day. Campers should be symptom-free and fever-free for at least 24 hours (without the use of medication) before returning to camp. Campers and Parents/Guardians have access to the script and music tracks at home, as well as videos of choreography learned each day, so they can still try to stay caught up if they miss a day of camp due to illness.

## **What day and time will my camper perform their show?**

For each session, we usually have 3 (three) shows and 2 (two) separate casts of each show. Every cast gets to perform their show once. So, there will be 6 (SIX) performances total scheduled for the Saturday and Sunday (3 each day) at the end of each two-week camp session. Typically, the performance times each day are scheduled for: 11:00am, 3:00pm, and 7:00pm. Which cast/show is scheduled for which day/time is based on a variety of factors (staff availability, run time of each show, changeover of scenery between different shows, etc). Usually by the 2<sup>nd</sup> or 3<sup>rd</sup> day of each session, we are able to tell you exactly what day and time your camper's cast will perform their show. This information will be communicated via email in the daily camp report as soon as it is available.

## **What do I do if my camper has conflicts with the performance day or time for their cast?**

In general, due to the scheduling factors listed above (see: "[What day and time will my child perform their show?](#)"), we ask that you do everything you can to make sure you and your camper are available for any of the potential performance times for the session you signed up for (i.e. the whole weekend). However, about 1 week or so before camp begins, we send out "Welcome to Camp" emails to everyone registered in the upcoming session. In that email, we ask you to let us know if there is a specific day/time that does NOT work for you. If you email us your request by the deadline given in that email (typically by 5pm on Friday before camp begins), we are *usually* able to honor your request (though it is never 100% guaranteed). If we receive your request any time after that deadline, we will likely NOT be able to honor your request. **If you are not available AT ALL on either the Saturday or Sunday at the end of the session and you know that your camper will not be able to participate in the performance, no matter which day or what time it is, please do not register for that camp session.**

## **Where will the performances take place?**

All performances will take place at the Palace Theatre's Education Center: the Doug Smith Performance Center (the same place where campers attend each day), located at: [206 W. 2nd Street](#) (at the corner of Rock St. and 2nd St., across from Encantada Cocina & Cantina – the restaurant formerly known as El Monumento).

**What should my camper wear on performance day? Are we supposed to provide costumes?**

A costume (or costumes) will be provided by the costume designer for each child. Please do not provide character-specific costume items (other than shoes) for your child. On tech rehearsal day and show day, campers should wear form-fitting (not baggy) black shorts or leggings, and a well-fitting (not oversized) black tank top or T-shirt. Campers will wear their black clothing underneath any costumes or costume pieces provided. Hair should be pulled back, away from the face (ponytail, pigtails, braids, bun, etc). In general, we do not suggest or require any makeup for performances. In fact, we recommend very little to no makeup, as it tends to get on costumes during changes and stain them. However, if there were ever something specific we might suggest (but not require), it would be included in the camp reports that are emailed daily.

**Do I come with my camper to the Performance Center on show day?**

On show day, campers will be called to arrive 1 hour before the start of their show. We ask that parents/caregivers please drop your camper off at the door, as usual, at their call time. There will be a staff member stationed at the front door (DOOR #1) to check them in. However, please note that we use this time to get campers into costumes and microphones, conduct a sound check, set props, and do a warm-up, so parents/caregivers/siblings/other audience members will not be allowed to enter the building at the drop-off call time for the show. We will open the doors for audience members to enter the building approximately 15 minutes before the start of the show.

**How many tickets will we get for the show?**

In the second week of camp, we will distribute physical tickets to your camper. To be as fair as possible, each camper will get the same number of tickets. The number of tickets per camper is determined by the total possible capacity for the audience. You will receive information during the first week of camp regarding the exact number of tickets your camper will receive; usually that number is between 4-6 tickets per camper. No additional tickets are available. There are no ticket sales for these shows. All seating is general and open. Parties are not required to sit together, however, each attendee must have a physical ticket.

**If I am bringing a young child to see the show, do they need a ticket too?**

If the child is 2 years of age or under and can be held or sit on a lap for the entirety of the show, they do not need a ticket. However, any child age 3 or above does need their own ticket for the performance. They will not be allowed as a "lap" child.

**If I am not going to use all of my tickets, can I give my extras to someone else?**

If you have a friend in the cast who wants extra tickets and you have unused extras to give, you are more than welcome to do that. It is kind and appreciated. However, we will ask that you please make arrangements between yourselves to pass off tickets BEFORE the performance day. Staff cannot help facilitate those trades or collect extra tickets to reallocate, especially on performance day while they are busy helping to get campers into costumes and microphones and getting ready for their show.

**If I arrive at the performance before the rest of my party and I have their tickets, can I leave their tickets with staff at the door?**

There is no "will call" available for performances. If you arrive ahead of others in your party, you can either wait for them to join you so that you can all enter together, or you can go ahead and get seated and keep their tickets with you. If you choose the second option, when they arrive, they should call or text you, and you can come out and give them their tickets so that they can enter. Please do not ask staff to hold tickets for someone. There are too many requests from multiple groups, and it would be too difficult to track all of them accurately to be sure the correct ticket gets to the correct audience member during that time.

**How do we pick up our camper after their performance?**

After the show, parents/caregivers/audience members can wait outside at the front porch area. Once campers are out of their costumes and microphones, we will release them one at a time through the front doors to check out and meet their fans.

**Where can I find your terms of service/registration policy (including the cancellation/refund policy)?**

During the registration process, you are given the opportunity to click on a link to view the standard waiver/terms of service from our registration system provider, Connect by care.com, as well as documents detailing our registration policies and health and wellness procedures. You are required to click “yes” to acknowledge that you have read those documents before you can complete your first registration for a class/camp/production.

You can also click [HERE](#) to view those same documents.

**If I have other questions or concerns, how do I contact you?**

You can call us at 512-763-4532 or email us at [education@georgetownpalace.com](mailto:education@georgetownpalace.com). If we don't answer immediately, it's because we are all attending to the campers at that moment. But typically, there is someone staffing the front desk area, so we can usually answer right away or get back to you relatively quickly.