

June 3, 2020

Dear Zodiac Day Camp Families,

We hope this email finds you and your families well. The purpose of this email is to share our decision regarding Summer 2020 at Zodiac Day Camp.

Cancellation of Zodiac Day Camp Summer 2020 Programs Due to COVID-19:

As mentioned in our communication to families on Tuesday May 19, 2020, even while overnight camps were officially closed by the provincial government on Tuesday May 19, 2020, the door was left open to the operation of day camps as a result of the following statement:

Assuming trends in public health indicators continue to improve, summer day camps, both indoor and outdoor, may be permitted in July and August of this year with strict health and safety guidelines to be developed in partnership with local public health, the Ministry of Labour Training and Skills Development, and municipalities.

At the time, we continued to be hopeful that Zodiac Day Camp could provide the usual amazing camp experience that our campers and staff desperately need, while being realistic that this may not be able to happen. The many notes and calls of encouragement and support from campers, parents and staff have been incredibly appreciated. Only yesterday, two weeks after the above government announcement, were some guidelines released by the Ministry of Health in a document called "Covid-19 Guidance: Summer Day Camps". In the view of Zodiac Day Camp, these guidelines still leave significant challenges, gaps and risks. We have consistently said that we would only move forward with Summer 2020 if we could do so as safely as possible in protecting the health and well-being of the Zodiac Day Camp community, while also retaining the quality and integrity of the Zodiac Day Camp experience.

We have reached the heartbreaking decision that COVID-19 is not well enough understood to enable us to safely and effectively run camp this summer. As such, all Zodiac Day Camp Summer 2020 camp programs are hereby cancelled.

Looking Forward to Summer 2021...

When one summer ends, we immediately look forward to the next. The difference, of course, is that Zodiac Summer 2020 will never have actually begun. The year ahead, however, is a long time for there to be a better understanding of controlling and containing, and hopefully eliminating, the virus. We are optimistic that some combination of medications, treatments, a vaccine, and protocols/practices will occur, or be developed, that will enable Zodiac Day Camp Summer 2021 to return even better and stronger than ever. We look forward to sharing details in the near future.

What Happens to My Fees Paid For Summer 2020?

As we have communicated over the past few months, Zodiac Day Camp is committed to fully compensating every family for the financial investment they have made to send their camper(s) to Zodiac Day Camp for Summer 2020. As Zodiac Day Camp has previously shared, however, we have already invested significant financial resources over the course of the year in staffing, equipment, planning, and operations. As with many other businesses and families, COVID-19 is presenting significant challenges to our business, but Zodiac Day Camp is confident that we can meet them head on, particularly with the support of our loyal and valued Zodiac Day Camp community.

In preparing the process for compensating families, it would help us from a planning perspective to understand whether your family is able to support Zodiac Day Camp by accepting a credit for fees actually paid for Summer 2020 towards fees for Zodiac Day Camp Summer 2021, or if you choose a refund or one of the other options noted below. For your convenience, please note that your account statement indicating the actual fees paid by your family for Summer 2020 has been emailed to you.

Accordingly, if you have paid fees for Summer 2020, please indicate your choice of the options below on the Google form [HERE](#) and kindly return it to us by June 30, 2020.

Option 1 – Credit - Roll Over Summer 2020 Paid Fees to Summer 2021:

We kindly request that your family agree to roll over Summer 2020 paid fees as a full credit towards Summer 2021 fees. In appreciation for such support, Zodiac Day Camp will:

- ✓ commit to freeze Summer 2020 prices (please note that camp fees generally increase approximately 5% each year due to rising costs) for any programs in Summer 2021 for your Summer 2020 camper(s) and any other child(ren) from your family
- ✓ secure your spot(s) for Summer 2021, including offering first priority registration
- ✓ provide you with the comfort of knowing that, if your plans change, you can request a refund instead of a credit at any time prior to May 15, 2021.

Option 2 – Refund:

We are committed to issuing a full refund of fees paid to families requesting same. Once we have an idea of the total of requested refunds, we will be in a better position to confirm the timing and process.

Option 3 – Combo of Credit and Refund:

Roll over a portion of paid fees as a credit towards Summer 2021 fees, with the balance as a refund. The same terms noted in Options 1 and 2 apply to each of the credit and refund components.

Option 4 – Pay It Forward:

This is a great option if you would like to transfer all or a portion of your Summer 2020 fees to a child of your choice, or a child you don't know, whose life you could change by offering them the magic of a session at Zodiac in Summer 2021. This may be a great option for families with older child(ren) who are not returning to camp next summer.

Helping Everyone Cope and Staying Connected...

The bond among members of the Zodiac Day Camp community is unbreakable. We are so grateful for how campers, staff, and families have checked out our Instagram posts and other social media opportunities over the past few months, and look forward to keeping everyone connected over the summer, even though we will physically be apart. We are open to ideas from campers, staff, and families to make this happen regularly and in the usual creative, meaningful, and fun Zodiac way.

We know that the reality of camp being unable to move forward in Summer 2020 will hit some campers, staff, and parents hard, particularly when camp was the potential light at the end of a dark tunnel. Cooped up Zodiac campers have dreamed about being with camp friends, enjoying their favourite activities and programs, and making memories to last a lifetime. While we hope everyone ultimately understands the decision, it will still be difficult for some.

Please feel free to reach out by email to info@zodiaccamp.on.ca if you and/or your campers wish to chat or if Zodiac Day Camp can support your family in any way during this difficult time. We will be happy to get back to you.

The Future is Bright:

The excitement about Zodiac's Summer 2020 will grow even stronger in Summer 2021. Please know that no one values the Zodiac Day Camp community and experience more than we do. We look forward to COVID-19 being in the rearview mirror and Zodiac Day Camp being an integral part of your family's life in Summer 2021 and for many summers to come.

Zodiac Day Camp takes our responsibility to you and your children seriously, and your family's loyalty is appreciated more than we could ever truly express.

With very best wishes for your family's health and happiness.

Warmest Regards,

ZODIAC DAY CAMP

Rick, Ellen and Danny

Rick Howard, Ellen Howard, and Danny Goodman, Zodiac Day Camp Directors