



Information & Frequently Asked Questions for Parents in 2025

May I register my child(ren) for more than 1 week of camp?

To ensure that every camper gets a chance to be at camp, campers will only be able to register for one week of camp. If you would like to come for multiple weeks, please join the waitlist for the subsequent weeks and if space is available closer to the summer we will let you know. Thanks for your understanding.

What if I need to cancel my child's registration?

- The summer camp deposit is non-refundable and non-transferable.
- If you choose to cancel your registration, the balance of your camp fee is refundable up to two weeks before your camp week starts.
- In the case that a child needs to cancel prior to attending camp due to a medical reason, a full refund will be given upon receipt of a medical note.
- If campers come late, are asked to leave early, or leave early for reasons other than medical necessity there will be no refund. In the case that a child does not stay for a whole week of camp due to medical reasons the following refund policy applies:
 - if the camper is here for 1 night they get a 50% refund of the remaining camper fees, excluding deposit.
 - if the camper is here for 2 nights they get a 25% refund of the remaining camper fees, excluding deposit.
 - if the camper is here for 3 nights or more there is no refund.

This policy takes into consideration that staff is hired and food is purchased in advance based on enrollment, and our costs do not go down when campers leave early for various reasons.

What are the drop off and pick up times for camp?

- Please see the [Summer Camp Information Document](#) for the times for each week of camp.

What if my child is homesick?

It's natural for children to get homesick at some point in their life, regardless of how old they are. Our staff are really good at helping children work through their homesickness and in helping them have an awesome time at camp! If nothing is working, our Director will contact you and work together with you to determine how best to assist your child.

Can I contact my child while he/she is at camp?

We welcome you to send letters, packages or emails (info@hiddenacres.ca) to your child while he/she is at Hidden Acres. Mail call is a fun event that typically happens daily at lunch time. Children love to receive letters at camp.

What does discipline look like at camp?

- Discipline at camp is always done with the goal of helping contribute to the development of the camper and will always be conducted with the well-being of the camper and the other campers attending that week of camp in mind. The purpose for discipline will always be to encourage growth and maintain safety.
- Hidden Acres will not jeopardize the safety or enjoyment of other campers because of the actions or attitude of a camper who is not willing to follow the camp rules and regulations.
- Discipline will be used in the following circumstances:
 - When a camper's behaviour becomes a danger to others or to themselves.
 - If a camper is not complying with the rules set out by the camp at the beginning of the week.

- If a camper is not being respectful of other campers, the camp staff, the camp property or themselves.
- Discipline will never take the form of mental and physical punishment and will never be conducted out of anger. We will always strive to find out the camper's 'side' of the story and what motivated their actions. We will do our best to be fair and to use consequences appropriate to the situation.
- Discipline will usually take the form of: signaling to a camper that their actions are inappropriate, having a staff member give a verbal warning, asking the camper to sit out of the activity for a few minutes to regain their composure, a conference with a camp director or senior staff, a final warning and a phone call to parents, dismissal from the camp program (no refund will be granted in this circumstance).
- Hidden Acres will avoid restraining campers whenever possible. Restraint will only be used if a camper is seriously endangering themselves or another camper or staff.
- Though we will do our best to work with each camper to create a successful week, Hidden Acres reserves the right to dismiss a camper and send them home at any time without notice when it is deemed to be in the best interest of either the child or the camp.

Does my child need to bring some money along?

No. Hidden Acres does not have a tuck shop so your child does not need to bring any money along. We will have T-shirts, water bottles, sunglasses, sweatshirts, etc. for sale at registration and closing ceremonies.

How do you deal with lost and found items?

Staff work with campers to locate their lost items and we also have a lost and found table that campers can visit throughout the week. This table will also be near our pick up spot so you can check it out at the end of the week. Any items that are left behind are collected and put in our lost and found box. They will be kept for three months following the end of camp. After that time, unclaimed items will be donated to the New Hamburg Thrift Store. To reduce the amount of lost and found items, please label everything clearly with your camper's name using a sharpie or other labeling system such as Mabel's Labels.

<https://hiddenacres.ca/programs/clothing-labels>

Is there financial support/aid available?

Individuals, church groups, and other organizations donate towards our Camper Subsidy Program, allowing us to provide financial assistance to those who require it. If you are interested in sending your child to Hidden Acres and are unable to pay the full fee contact the camp in order to discuss receiving financial support.

What if my child has special needs?

Children with a variety of special needs are included in the program at Hidden Acres. If your child has any special needs that we should be aware of, you must indicate this on the registration form. This will let our Inclusion Program Facilitator know that they should contact you. Usually, through phone calls and a home or camp visit, you and the Inclusion Program Facilitator will try to determine if Hidden Acres is a good fit for your child and if they will require any extra assistance to have a successful week of camp.

How do you protect against the spread of head lice?

Upon arrival, each camper will be checked by staff who have been trained to do so. Any camper who is found to have lice will be asked to return home until they are free of all lice and nits. In the case that head lice are discovered mid-way through the week that camper will be sent home. All campers sharing a cabin with that camper will be re-checked for head lice. A notice will be sent home to parents at the end of the week explaining the situation and advising families on precautions they can take.

Rock-climbing helmets will be treated as deemed appropriate by the Adventure Program Coordinator in consultation with the Camp Medic and Program Director.

How long has Hidden Acres Mennonite Camp been operating?

Hidden Acres has been offering summer camp programs since 1962. We are also a year-round retreat centre offering our facilities for group rentals, running outdoor education programs for schools in the spring and fall as well as programmed retreats throughout the year.

What safety standards do you have to meet?

We are governed by the standards set by the Ministry of Health. These standards cover all aspects of the camp including: health, waterfront safety, facilities and more. The Huron Perth Health Unit inspects our site annually. Additionally, we are accredited members of the Ontario Camps Association (OCA) and also members of Christian Camping International – Canada (CCI-Canada) and the Mennonite Camping Association (MCA).

Hidden Acres is a Mennonite/Christian Camp. What does that mean?

Being a Mennonite/Christian camp means that our foundations are based on the Christian faith. The Mennonite part comes from our founders and their vision of creating a camp with Mennonite and Anabaptist roots. This can be seen at camp in a variety of ways:

1. The values of love, kindness, generosity, respect, both for people as well as for the environment, are demonstrated daily by the staff in their words and actions. Campers are encouraged to demonstrate these values while at camp, but also as they head back into their communities.
2. Each summer, we focus on a specific theme that comes from the core concepts/theology of the Anabaptist tradition. They are biblically based and provide opportunities to explore how we can make a positive impact in our community, care for the environment and be peacemakers in the world. These themes are explored using songs, skits, games, crafts and sharing by our Camp Pastor during Morning Watch, Focus and the evening Campfire. There will always be an opportunity to chat with Cabin Leaders or other staff if a camper has a thought or question.

Do you have to be a Christian to come to Hidden Acres?

No, not at all. Hidden Acres aims to be open and welcoming to all campers. It is a safe space for campers to come, have fun and explore faith in an accepting, respectful, non-threatening environment.

Where do you get your staff?

We hire and train staff who care about children and are committed to providing a fun, healthy, stimulating and safe experience for your child. Many of our staff have been campers at Hidden Acres, participated in the Leader-in-Training program and now return as staff. We generally have a staff return rate in excess of 50 percent. Other staff are referred by their friends who have worked at camp and some are recruited through local colleges and universities. We check references on all of our staff (returning and new) and all are interviewed before they are hired. Staff are also required to submit police record checks and participate in a week-long orientation.

Where are your campers from?

Most of our campers come from homes within a one-hour drive from Hidden Acres. Some hear about it through friends who have been to camp before, from their church or from their school. Although we are affiliated with the Mennonite Church, children come from a variety of church backgrounds, or with no church background at all. Some of our campers are also referred to Hidden Acres from social service agencies. All of this means that our campers come with a variety of backgrounds and all are welcome.