
Parent Handbook



Kolo Flow Bike Camp
&
Kolo Kiddie Bike Camp
2024



Dear Parents and Guardians,

Welcome to Kolo Bike Camp at the Adventure Center of Asheville! It is our pleasure to offer an immersive and experiential adventure recreation program for you and your family.

Kolo Bike Camps provide a hands-on mountain biking experience for the beginner to experienced rider 8-15 years old. There is also Kiddie Camp available for campers 6-8 years old, depending on your campers ability level. They will utilize the Adventure Center's many miles of trails, pump tracks and skills areas to work toward advancing individual goals. ***Campers must be comfortable on a two-wheeled bicycle in both bike camps.***

Our day camps are American Camp Association accredited which is a peer review process that assures that we follow over 200 standards relating to health and safety, risk management, and quality programming. Earning and maintaining ACA accreditation takes time and commitment. We set our standards high, to provide your child with an environment where he or she is having fun and is unaware of all of the work related to safety and learning, which has been carefully incorporated into the daily routine. ACA accreditation serves as an assurance to families that our camp cares enough to submit to a transparent, thorough review of our entire operation. Our goal is to provide parents with as much information about our camp, to reassure you about your camp choice. Our voluntary participation in the professional development and accreditation process of the American Camp Association demonstrates our commitment to providing you and your child with the best possible camp experience.

To help us best serve your camper, please read the following information on program policies and procedures. If you have any questions, comments or suggestions, please feel free to contact the Adventure Center at (828) 225-2921 ext 4 or camps@adventurecenterofasheville.com

We look forward to adventuring and growing with you and your family!

Warmly,

The Staff at the Adventure Center of Asheville

Contact Information, ACA Hours and Location

Tax ID: 46-086-1096

Adventure Center Of Asheville Location and Welcome Center:

85 Expo Drive,
Asheville, NC 28806

For more information, please contact:

Adventure Center Office and Welcome Center

828-225-2921 ext 4 info@adventurecenterofasheville.com

or camps@adventurecenterofasheville.com

General hours of operation (outside of camp) are 10am-5pm. Please see [our website](#) for more info.

Programs and Ages:

Kolo Kiddie Bike Camp

(must be comfortable on two wheeled bike)

Ages: 6-8**

Time: 8:30am-3pm, Monday - Friday

Kolo Flow Summer Bike Camp

(must be comfortable on two wheeled bike)

Ages: 8-15**

Time: 8:30am-4pm, Monday - Friday

**8-year-olds are allowed in either camp. If your camper is a beginner rider or new to Kolo programs please put them in Kolo Kiddie Camp to start with. If your camper is 8, has already attended Kolo Kiddie Camp and is confident in their skills, you may sign them up for regular Kolo Flow Camp if you choose.

(The counselors reserve the right to move your child if we feel the other camp would be a better fit. This is all to ensure your camper has the best experience at Kolo camp and is in the most positive learning situation for their skill level.)

Camper Eligibility

The Day Camps at the Adventure Center of Asheville want to create a fun, challenging, and nurturing environment for as many campers as possible! In order to provide the best care possible for our campers, we must address our limitations in our programming, staffing, and facilities.

In addition to our age requirements for enrollment, all campers must be able to do the following at a developmentally-appropriate level for their age:

- Communicate needs and concerns verbally with others at a conversational level of English
- Understand and comply with directions given by staff

- Refrain from unsafe and/or harmful behaviors toward self and others (including self-harm)
- Identify and avoid health/safety risks
- Maneuver rugged terrain and distances up to a quarter-mile
- Follow a varied individual schedule and manage free time
- For *Kolo Bike Camps*, be comfortable riding a pedal bike off-road
- Function in a group setting in a positive and cooperative manner that displays tolerance and respect for self and others.

Kolo Bike Camps are not therapeutic programs and are not appropriate choices for youth dealing with behavioral, motivational, or rehabilitation issues. If you are unsure if your camper would be suited for our camps, please reach out to our Camp Director (camps@adventurecenterofasheville.com) and we would be happy to talk more about our program and what we can offer.

About Us

Adventure Center of Asheville Mission

The Adventure Center of Asheville provides a variety of adventure experiences that promote bonding, personal challenge, growth, and nature appreciation, between families, groups, and fun-seeking individuals.

Kolo Bike Camp Vision

To build confidence on and off the bike.

We Do This Through:

- *Biking progression* - campers will participate in a new biking lesson each day that will build confidence to try new skills.
- *Camper-led choices throughout the day* - campers independently select their activity during Free Time and are given group choices daily.
- *A variety of outdoor experiences* - campers will participate in at least one adventure activity a week, and one other outdoor activity a week.
- *Promoting positive camper interactions* - campers will participate in group games, teambuilding, and structured play time in small and large groups throughout the week.

Who Do We Serve?

We strive to provide a fun camp experience for as many campers as possible- we believe that all kids deserve to have a great week at camp! Our camps wish to honor and welcome campers of all diverse backgrounds and walks of life, and create a community of inclusion so that they can come to camp and just be kids. The Adventure Center of Asheville does not and shall not discriminate against campers or staff on the basis of race, color, religion (creed), gender, gender expression, national origin (ancestry), or disability.

Registration and Enrollment

Parents and guardians may book [online](#)*. They may also call or stop by our Welcome Center located at 85 Expo Drive Asheville, NC 28806, 828-225-2921 ext 4. While our general office hours are 10am-5pm, please see our website to confirm our hours as they change depending on the season.

*(please note that online bookings have a non-refundable service fee.)

Each camp has a cap for the number of participants in order to maintain appropriate staff-to-camper ratios as well as provide the most successful experience for all campers. Anyone who is not able to register due to a full camp roster will be placed on a waiting list for that week if they call our office.

Our Monday check in begins at 8:15am, where we will check to make sure that your camper has a completed waiver, and health history forms. *Please be aware that you might experience an extended check-in time if waivers and health forms are not completed in advance.* Please make sure that you are paid in full prior to coming to registration. If you still owe a balance on Monday, please pay by cash/credit card upon arrival. We cannot take your camper unless the cost is paid in full, or if their paperwork is not fully completed.

- Adventure Center of Asheville Waiver
- Camper Health Form (for all camps)
- Swim Waiver (paper waiver completed at Monday registration, for Flow Camp ONLY)

Cancellation/Refund Policy

- Cancellations made prior to 2 weeks from camp start date will receive a full refund minus a \$25 cancellation fee.
- Cancellations made within 2 weeks of the camp date will receive a 50% refund.
- Cancellations made within the scheduled camp week can only receive a refund at the discretion of the owner.
- Cancellations for camp week(s) due to behavior issues/behavior reports **will not** receive a refund.

Drop-off and Pick-up

The Adventure Center of Asheville requires that each camper be signed in and out each day by a parent or other person with written authorization. If you would like to authorize someone to pick up your camper let your camp director know in advance. Campers may not be dropped off in the parking lot.

Drop off for all camps begins at 8:15am each day, and goes until 8:45am. Campers dropped off after 8:45am will have to come up to the welcome center to be checked in by the office staff and parents should call ahead to notify camp staff.

Pickup times for each camp are as follows:

Kolo Bike Camp: 3:30pm - 4:00pm

Kolo Kiddie Camp: 3:00pm- 3:45pm**

** Kolo Kiddie Camp has a longer pickup time to accommodate parents/guardians who have campers in both Kiddie Camp and Kolo/Adventure Camp. Programmed camp time will conclude at 3:00pm, and campers will ride their bikes until they are picked up.

Parents, or another authorized adult, are required to sign out their camper(s) every day of camp. Any child left after 4:10pm will be considered in aftercare and a parent or guardian will owe \$10/day/person at time of pick up that day. Any parent or guardian who is late to pick up their camper (after 5pm) will receive a charge of \$1/minute/person. Please note that aftercare is not available for Kolo Kiddie Camp. If you will be picking your child up early or plan on being absent one day, please let a member of our staff know in advance (as much as possible)

Release of Campers

Campers are allowed to leave camp care to either their parent/guardian/emergency contacts, or a person who has that camper(s) individualized Registration Code given to the person who registered them for camp. **Please see below where you can find this information on your confirmation email:**

Confirmation Email




We can't wait for summer camp with you!

Thank you for booking camp with us! We are thrilled to meet you and your camper this summer. We will be reaching out to you around May with important information about camp to help you and your camper feel prepared and excited for a great week of camp. In the meantime, if you have any questions please feel free to reach out to us! You can call our office at 828-225-2921 (per our office hours on our website), or you can email our Camp Director directly at camps@adventurecenterofasheville.com

[Manage Reservation](#)

Reservation PIN Code: 9941

← **Click me!**

SUSIE CAMPER **WSAV43** 

Your Camper(s)' Registration Code! **Welcome!**

Here is a summary of your reservation at The Adventure Center of Asheville. Any other information we need from you or other participants will be listed below.

Event	Quantity	Start Time
Kiddie Camp	1	Jul 15, 2024 8:30 AM

Have questions? We're here to help!
<https://ashevilletreetopsadventurepark.com/>
info@adventurecenterofasheville.com
(828)225-2921

If you need your camper to be picked up by a person other than a parent or guardian, in the case of babysitters, carpool, etc. that person picking up your camper **MUST** have that campers Registration Code- a picture or text message is accepted. If a person without the camper's Registration Code attempts to pick that camper up, camp staff will call the camper's emergency contact(s) to confirm authorization.

If parental/guardian contact is not received 5 minutes after closing time (5pm for camps), staff are required to call parents (if possible) and exhaust all emergency phone contacts to ensure camper's safe pick-up. If no contact is made within 30 minutes, staff will follow this contact procedure to alert proper supervision: Camp Director, Owner. After 1 hour of no parent/guardian contact, the Department of Child Services will be notified and local authorities will be contacted to address the situation.

Absences

If your camper will not be attending camp because of scheduled appointments, vacations, or other planned absences, please notify the Camp Director and/or office in advance (see cancellation policy). If your student is ill, please call the Adventure Center of Asheville Office at 828-225-2921 ext 4. Messages may be left on voicemail.

If a camper does not arrive at the program as intended, the staff will contact the parents. Refunds are not provided for absences unless your camper is ill or experiencing any symptoms of COVID-19, and only under the discretion of the Camp Director and/or Owner.

Camper Expectations and our Behavior Management Policy

Adventure Center of Asheville Camps seek to provide an inclusive environment in which all campers can thrive. To do this, we MUST know in advance if your camper has any special needs, behaviors, food allergies or personality characteristics that may need specialized attention and/or planning.

Since we want this to be a fun and rewarding experience for all campers, we ask that all electronics be left at home. If phones are needed for communication, we ask that they are kept off and away. Campers may bring books, toys or other supplemental items to camp to utilize during free time throughout the week. Campers are completely responsible for these items and the Adventure Center of Asheville is not responsible for any lost, damaged or stolen items.

A variety of methods are used to cultivate positive relations with campers and staff. Our environment is warm and welcoming so all campers feel a sense of belonging and membership. Our goal is to foster positive relationships to create a sense of community which allows for open communication should a challenge arise. In this environment campers are able to learn and challenge themselves at their own pace based on their individual temperaments, development, and culture. Campers will be taught and encouraged to express themselves, understand the feelings of others and how to communicate their wants, needs, and feelings in a proactive, age-appropriate manner.

All campers are entitled to a respectful, pleasant and harmonious environment at camp. The Adventure Center of Asheville cannot serve campers who display chronically disruptive behavior that is unsafe for themselves or others at camp. Examples of these behaviors may include but are not limited to behavior that inflicts physical or emotional harm on other campers, abuses the staff, or ignores or disobeys rules designed to keep all campers and staff physically, emotionally, and mentally safe. We rely on positive rewards and redirection for behavior management. If these strategies are not effective, camp staff will contact the family to discuss strategies to help the participant be successful.

Repeated behaviors that are unsafe or inflict physical or emotional harm on others will be addressed in the following manner:

1. A staff member will verbally redirect the camper's behavior.
2. If the disruptive behavior continues or repeats, a staff member will privately speak with the camper and will decide upon an appropriate natural consequence such as a brief time-out. The staff member may also reasonably modify privileges for that day's activities.
3. If the behavior continues or repeats, the Camp Director will be notified and will speak with the camper. A Behavior Report will be completed and sent home.
4. If a camper receives three written Behavior Reports, the camper will be suspended at the end of the day of the third report (unless the behavior is severe). Camper suspension may last for one or several days depending on Camp Director and Owner's discretion. No refunds will be issued for any missed days of camp.
5. If the camper is reinstated in camp and receives a fourth behavior-related behavior report, the Camp Director may suspend the camper immediately and notify the parent to pick up the camper. The camper will be discharged from all camp programs effective the next day. Parents are still responsible for payment of camp, but are eligible to receive a refund for future weeks of camp if they are registered for them.
6. **If the severity of a problem/behavior is great enough that it could endanger the safety of the camper, other campers in the program or any staff, discharge will be effective immediately. This includes but is not limited to any type of physical abuse or aggression inflicted by the camper on staff or other campers.**

Our goal is to create a positive camp experience where campers can thrive. Please review these expectations with your camper.

How Our Camps Work

Attendance and safety

Upon arrival and periodically during the day attendance will be taken to confirm a camper is present and accounted for at all times both on and off site (at the Asheville Racquet Club pool).

Campers use the buddy system while at camp to ensure that they are always with another camper. If a camper needs to separate from the rest of the group, most likely to use the restroom, they will need a buddy and to let a counselor know before they leave.

In the case a camper does become lost, staff will search the premises then notify the parents and local authorities. Any lost camper is reported to the police and Department of Social Services.

***A Typical Day at Kolo Flow Camp:**

8:15 am Drop off begins.
9:00 am Stretch & Bike Check
9:30 am Warm up ride
10:00 am Daily skill intro
10:30 am Morning snack
11:00 am Bike skills building
12:00 pm Lunch
12:45 pm Bike games
1:15 pm Trail rides
2:15 pm Park Free time (campers pick)
2:45 pm Afternoon snack
3:30 pm Pump track training til pick up
4:00 pm Pick-up

Kolo Flow Camp will climb the Treetops Adventure Park on Thursdays. Campers will utilize special equipment, like a harness and helmet, during this activity. Weather permitting, campers and counselors will also go to Asheville Racquet Club's pool on swim days (*which are Mondays and Wednesdays for Bike Camp*). To swim in the deep end, the campers must pass a brief swim test conducted by a lifeguard on duty.

***A Typical Day at Kiddie Camp:**

8:15 am Drop off begins.
9:00 am Stretch & Bike Check
9:30 am Warm up ride + Littleville/Skills Park
10:00 am Morning snack
10:30am Daily skills lesson
11:00 pm Lunch + Brain break
12:00pm Trail rides
1:15 pm Popsicle/water break/change for water games
2:00 pm Water games or ride time (weather depending)
2:45 pm Get ready for pickup
3:00pm Pump track til parents pick up
3:45pm All campers picked up

Kiddie Camp will climb the Treetops Adventure Park's Purple Trail on Thursdays. Campers will utilize special equipment, like a harness and helmet, during this activity. Weather permitting, campers will play a water game in the afternoon to cool off, and have a popsicle as a reward for good behavior.

*Please note programming is subject to change without notice due to unforeseen circumstances and weather. Thank you for understanding.

Mountain Bike Information

Campers are on their bikes for the majority of their day, so the type of bike and condition that it comes in is important to us! **Parents/guardians should plan to transport their campers' bikes with them to and from camp each day, as we do not have the space nor security to store camper's bikes overnight.**

We HIGHLY recommend that campers have mountain bikes with handlebar brakes, as they will have the most success throughout the week. If you have any questions about if your camper's bike is acceptable, please email us at kolo@adventurecenterofasheville.com

We do have the option to rent bikes through Kolo Bike Park for throughout the week, or on a day by day basis. Weeklong rentals are \$100 per week, and \$25 for the day. We only offer hardtails for this price and generally recommend that campers stick with a hardtail, but if you would like to inquire about our full suspension bikes, email us at kolo@adventurecenterofasheville.com.

With the nature of mountain biking, accidents happen and sometimes a camper's bike will break. Most often, we see a popped tire, brake cables coming loose, etc., and these repairs typically cost less than \$25 for our bike shop to replace. In our health form, you will be asked if you'd like to opt-in for our automatic repair authorization, which would give us permission to perform any of these routine repairs that cost less than \$25. If you do not opt-in, or if the repair would cost more than \$25, our camp staff will call emergency contacts before performing any repairs.

Meals and Snacks

During camps, families/guardians are required to provide snacks and a lunch for their campers. We encourage those snacks and lunch to be healthy and nutritious as well as not require additional preparation (e.g. reheating, refrigeration, etc.) as we do not have the capability to prepare or store meals. Campers are not permitted to share food with other campers. Occasionally, camp will provide treats for special occasions (i.e. popsicles on hot days). These items are special and are not provided daily.

Canteen snacks are also available for camper treats through our store. We sell energy bars, chips, Gatorade, Whit's Ice Cream, candy, and water ranging from \$1-4 in price. If you would like your camper to have this option, you register your credit card on registration on Monday with our office staff. Counselors will take treat orders for the afternoon and campers will receive their treats during afternoon snack (around 1:45pm). Campers may not order more than 1 drink and 1 other item (ice cream, chips, candy, etc) per day. Campers are only permitted to use their Canteen account to buy items for themselves, and are not allowed to purchase any non-food items from the store.

Please inform the Camp Directors of any food allergies your camper might have.

Health and Safety Policies

COVID-19 Precautions:

To protect all campers, families, and staff, we are taking all necessary precautions to ensure everyone can have a fun, safe and healthy summer! In accordance with guidance from the CDC and NCDHHS, the Adventure Center of Asheville does not have a universal mask requirement for the summer of 2024. Please read over the below practices that we will be following per most recent guidance:

- Asking any campers/staff to stay home/do not come to camp for at least 5 days after symptom onset, testing positive for COVID-19, or have had exposure to COVID-19.
- After isolation, asking any campers/staff to wear a mask for at least 10 days after symptom onset, testing positive for COVID-19, or have had exposure to COVID-19.
- Asking any campers/staff who are at high risk for severe disease, are unvaccinated or are not up to date on vaccines, wear a mask in indoor settings.
- Encouraging all campers and staff to practice good hygiene through frequent hand washing and hand sanitizer
- Limiting indoor time and sending campers in small groups to use bathrooms - and instead enjoying the great outdoors!
- Reviewing expectations daily with campers on best practices at camp

Please know that we take every precaution to keep your child injury-free while at camp. However, due to the nature of the physical activities involved, we may encounter some injuries. Should your child encounter a minor injury at camp that does not require removal from the remaining day's activities, we will alert parents/guardians of the incident upon pick-up of the camper. If the injury is severe enough for the camper to need to sit out on the rest of the day's activities, we will call the parent/guardian for an early pickup, and the camp will complete an incident report.

All campers are required to have a completed Health History Form to participate in camp. This allows us to make informed decisions surrounding the care of your camper. Campers are responsible for keeping all emergency/fast-acting medications on their person at all times. If the camper in question is unable to self-carry his/her own medication, a counselor will carry the medication and the camper will be assigned to that counselor's group for the duration of camp. Please contact your Camp Director for the appropriate forms for camper medications.

If a camper has any one of the following conditions, the parent will be notified to pick up the student immediately: **contagious disease, fever over 100° F., vomiting or diarrhea, or an accident requiring medical attention or parent/guardian attention. Campers may not return to the facility for 24 hours**

and/or until their condition resolves.

In case of a serious **accident or illness**, parents of the camper and the emergency number (911) will be called immediately. Emergency Medical Services will assume the immediate care and responsibility if parents/guardians are not on the scene. **All medical expenses will be the responsibility of the parent and/or legal guardian including but not limited to ambulance fees, hospital fees and all affiliated care fees relating to the incident.**

Staff are to make every effort to keep a student from getting into a car with a parent or guardian under the influence of drugs or alcohol. They will call the police to give the camper and parent a ride home. Staff will not under any circumstances give transportation to a parent and/or guardian who appears to be impaired by drugs or alcohol. Staff will notify local authorities in the instance of neglect or parents who appear to be impaired by drugs or alcohol.

Camper Personal Property

Camper's personal property (clothing, bags, sunscreen, water bottles, etc.) must be cleared from the camp area by the end of the week. Any personal property which remains will be taken to the lost and found box, and any unidentified items at the end of the summer will be donated. Although the program attempts to help campers stay organized, the facility and camp staff cannot be responsible for lost, stolen or damaged personal property.

The Adventure Center of Asheville Day Camps have a *strict zero-tolerance policy for camper possession of any alcohol or drugs (including, but not limited to: non-authorized prescription medication or over-the-counter medication, any tobacco or nicotine products including vapes, marijuana, etc.), weapons (including, but not limited to: pocket knives, machetes, and firearms, any imitation weapons), fireworks, or other items that have the potential to put themselves or other campers at risk.* Any camper found in possession of these items will have the item confiscated, and the Camp will contact parents for immediate dismissal for the rest of the week and local authorities will be contacted if applicable.

Camper should not bring money, electronics, or other items not necessary for program activities without checking with the staff and/or Camp Director. Campers are not permitted to bring pets or animals to camp, unless it is a service animal previously approved by the camp. Anything brought to the program is the responsibility of the participant.

What you will need EVERY day at Camp:

- ✓ Labeled personal items
- ✓ Water bottle
- ✓ Comfortable/athletic clothes
- ✓ Closed toe shoes
- ✓ Swimsuit
- ✓ Towel
- ✓ Sunscreen
- ✓ Backpack
- ✓ Hand Sanitizer
- ✓ Lunch and snacks
- ✓ Helmet
- ✓ Bike
- ✓ Any other protective gear you like to use (knee or elbow pads...)

Things you won't need:

- ⊗ Electronics (except Wednesday for traveling during rafting trips)
- ⊗ Phones (unless needed for emergency)
- ⊗ Any valuables

Kolo Bike Park does not allow overnight storage of bikes, please make sure you have a way to transport your bike(s) and/or consider renting a bike from us.