

IOWA CERAMICS CENTER & GLASS STUDIO

2025 Summer Camp--Frequently Asked Questions

Q: Your registration looks different this year!

A: We have updated our registration system! You can now purchase multiple camps in one transaction. We hope this speeds up your Summer Camp registration process for 2025, for multiple camps!

Q: I double booked a week of camps for my son, I need to cancel at ICCGS, or transfer to another camp.

A: If you have given us notice 2 weeks or 14 days before the beginning of camp, we will send you a check in the mail, minus a \$15 processing fee. This refund process can take up to 30 days. If you did not give us notice within the 2 week parameters, we cannot refund or transfer your camper to another camp. If you have a cancellation 2 week or more before the start of class, please email us at info@iowaceramicscenter.org with information about which camp you are wanting to cancel, along with the name of the child.

Q: I can't remember which Summer Camp I enrolled my child in and I have no idea when it starts. Help!

A: When you register online, you will send you a confirmation email/receipt. If you cannot find it in your inbox please check your junk/spam folder as well. In that email, you will be able to see the title of your class, under the details section, as the item (i.e. Item: Registration for 2024 SC Pinch Coil and Slab 3A3). From there you can use our website to cross-reference and find the dates of your camps. If you are stuck, feel free to email us at info@IowaCeramicsCenter.org and we can help!

Q: Can I just register over the phone?

A: Registration online is required for all Summer Camps. If you do not have access to a computer or smartphone, please call us at 319-365-9644. We will be unable to register your child right away over the phone, but someone will take your contact information and get back to you as soon as possible.

Q: I have a gift certificate; can I just use that?

A: YES, but currently our online system does not accept gift certificates as payment. Please email us at info@iowaceramicscenter.org with the following information:

- Gift certificate number, the name of the recipient, and the amount of the Gift Certificate
- Name and code of the Summer Camp you would like your child registered in
- The child's name and DOB, contact phone number, and email of who is registering the child.

Q: How do I drop off my child and where can I park?

A: There is ample street parking on 10th Avenue and 11th Avenue. We require parents/adults to sign in their child at the beginning of class (no earlier than 5 minutes before the start of class) and then sign out their child at the end of camp. This is a great chance to also meet the instructor and hear more about what they created that day!

Q: My daughter has some sensory issues and I'm concerned she will not enjoy herself.

A: We get it! We will make every effort to help your child enjoy their summer camp experience. If immersing their fingers in clay is 'too much', we have several tools and techniques to allow them to be creative while not touching the clay. If this is a concern for your child, please send us an email so that we can make any accommodations and let your instructor know on the first day of class.

INFO@iowaCeramicsCenter.org

Q: My child is diabetic and needs her medicine, plus a snack.

A: No problem! We have a secure location for your child to administer their medication and keep their snacks if needed. We have an Administrative Office right beside the classroom. We will have them come in and get comfortable and know where their medication will be if needed.

instructor know on the first day of class. INFO@iowaCeramicsCenter.org

Q: My child can be quite rowdy at times.

A: We make every effort for our Summer Campers to have a great time and to create a warm and creative environment for everyone in the camp. If there is a disruption that can't be remedied in the classroom, we have a neutral area available for your child to finish his/her project with supervision. If additional help is needed, we will call the emergency contact. If this is a concern, please send us an email so that we let your instructor know on the first day of class, and ask you questions if needed.

Email us at: Info@iowaCeramicsCenter.org

Q: My son is 7 and wants to be in the same class as his 10-year-old sister, is it ok if he joins her class even though he does not meet the minimum age requirement of 8 years old?

A: Unfortunately, we are unable to enroll children who are not at least the minimum age requirement. This is to ensure that everyone in the workshop receives the same amount of instruction, and that the level of instruction is appropriate for their age.

Q: I enrolled my son in a camp, but I want to transfer him to another class his friend is taking. Can I get him transferred?

A: YES! If space is available in the class we can switch enrollment without a problem. There is a \$15 processing fee to transfer from one camp to another. Before we transfer enrollment, we will send you an email with the invoice for payment, and then we will transfer your child to the other section.

Q: What should my child wear and can she bring a snack?

A: Campers should wear clothes that are easily laundered, we use material that does not stain—but clay is MESSY! T-shirts and shorts are the best option and make sure your child wears closed-toe shoes for safety! Also for glass workshops, all participants MUST cover their thighs for class, this is in case any glass falls onto their lap, and they do not get cut. Food is not allowed in the studio, but campers may bring in a sealable water bottle with their name on it.

Q: When can I pick up my camper's art?

A: All summer Camp work will be available 4 weeks after the last class. Please have your session number with you when you pick up your items. All unclaimed items will be recycled as of September 5th.

Q: We are going away for 2 months and will be unable to pick up items until September 10th, can you save them for us?

A: We know that things happen and schedules change—if you are unable to get your items by September 5th, just send us an email at info@iowaCeramicsCenter.org and we will put your items to the side. If we do not hear from you before September 5th, all items remaining after September 5th will be discarded.

Q: Can I stay to watch my son/daughter work?

A: We do not allow parents, grandparents or guardians in the classroom or studio during Summer Camp classes. You are welcome to wait for your child in the lobby area. The end of class is a great time to see what they created and hear more about it—your child will be wanting to tell you all about it!