



2024 FAMILY GUIDE

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PARENT INFORMATION

Welcome

Here at Highland, we understand how important choosing a summer camp experience is for your family. That's why we're here to help make the adventure-seeking a little easier. Highland Mountain Summer Camps offer multi-day and overnight programs for youth with a focus on mountain biking. There's no need to be intimidated, we cater to many rider abilities. Whether just starting to explore the park or near pro, we have the programs to help your child build their skills to the next level with a focus on **Safety, Fun, and Learning**.

And the fun doesn't end on the mountain. When not riding, campers have the freedom to relax in the camp lounges or participate in other activities such as dodgeball, basketball, pool, ping pong, disc golf, and more.

We select coaches and staff who uphold our values and want to spend time at camp just as much as our campers do. All of our camp staff brings youth camp experience to the table along with CPR/First Aid and Highland Camps training. On top of that, our coaches are respected professionals in the mountain bike industry; they have a vast knowledge of the sport and what it takes to succeed.

Get to know more about us through our website or this Family Guide, and feel free to contact us with any questions at camps@highlandmountain.com.

Thanks for stopping by,
Highland Camps Staff

About Highland Mountain

Highland Mountain Bike Park opened in 2006 as the world's first lift-accessed mountain exclusively dedicated to biking.

At Highland, a specially outfitted chairlift transports bikes and riders to the mountain summit. The park offers a network of more than thirty lift-accessed trails carefully designed and built for riders of all ability levels, plus multiple skill-building areas, multiple jump parks, and a 9,100 square foot indoor training facility known as the HTC. With no skiing operations to contend with during the winter, the entirety of our terrain is optimized for bikes.

100% dedicated to biking--we are "America's Bike Park."

About Highland Camps

Highland's mission centers on Training and Trails: we build great trails and we teach people how to ride them. What better way to master Highland's terrain than to spend those long summer days out on the hill, riding alongside our expertly trained summer camp coaches? Take your riding to the next level at one of our multi-day summer camp programs: Summer Ride and Ayr Academy.

- Located at Highland Mountain Bike Park in Northfield, NH--about a 90-minute drive north of Boston
- Day camp and overnight options available
- All programs include lift access, coaching, food, and a lifetime of memories

PARENT INFORMATION

Overnight Camper Housing

Summer Ride and Ayr Academy both offer Day Camp and Overnight options.

Overnight campers arrive at camp one day earlier than Day campers, on Sunday afternoon. On move-in day they'll meet their counselors and roommate(s), have dinner with their dorm group, and attend a short orientation before breaking off for games and activities.

Overnight campers are housed at Tilton School, a local private boarding school located about seven minutes from Highland. We eat breakfast and dinner in the school's dining hall, and travel by bus to and from the mountain each day. Some evening dorm activities include movie nights in the lecture hall and games in the gym and fields.



Most typically, Ayr Academy campers are housed in the Pfeiffer Dorm. Pfeiffer is a three-story building made up of double and triple rooms, with every two rooms joined by a shared bathroom. Some Ayr campers may also be housed in the Moore Dorm, which is a two-story building made up of double and triple rooms with communal bathrooms on both floors. Both dorm buildings also have their own common room and have counselors living on every floor. Summer Ride campers are housed in Moore.



In the dorms, groups of six to eight campers are assigned to a specific counselor (or counselors) to be their go-to staff member for the week. These groups are organized by age and grade level, and room and roommate assignments are made accordingly. While riding groups may shift throughout the week, your counselor group remains constant.

FAQ: Can my camper choose their roommate?

Many factors go into determining room assignments, including age, grade level, and staffing. Campers can submit a "Roommate Request" when enrolling, but we do not guarantee that all requests can be honored.

PARENT INFORMATION

Transportation

We are partnered with First Student to bus overnight campers between Highland Mountain and Tilton School during camp. In addition to our bus arrangements Highland Camps also has several vans and certified drivers on staff to provide off-site transportation as needed.



Meals

Lunch is provided to all campers by Highland Mountain each day. Both programs are served and eat lunch in our Camps Village. Breakfast and dinner are provided to overnight campers at the Tilton School dining hall.

Highland Camps staff work closely with Tilton School's food service department to accommodate camper allergies and dietary restrictions. Most if not all dietary restrictions and food allergies can be accommodated provided that adequate notice and information is provided when you enroll.

FAQ: Is lunch provided for day campers?

Yes, we provide lunch for all campers. We also have fruit, snacks, water, and an electrolyte drink available throughout the day. If you would prefer to pack a lunch for your day camper you may do so, but please do not pack anything containing peanuts or tree nuts.

FAQ: Can I send my camper with extra snacks for their dorm room?

Yes, we allow campers to keep non-perishable snacks in their dorm rooms. We ask that you not pack anything containing peanuts or tree nuts. Energy drinks are prohibited.



Staff to Camper Ratio

Highland Camps prides ourselves on maintaining a low staff to camper ratio. In the dorms, a counselor is typically assigned 6-8 campers. While riding, coaches are typically assigned 4-6 campers. Additional and supplemental supervision is provided by our lead coaches, head counselors, nurses, coordinators, admin, and other staff.

Communication

Our primary method of family communication is email: camps@highlandmountain.com. When you enroll, please be sure to use an email address that you check and respond to regularly. We can also be reached by phone at (603) 731-1499.

PARENT INFORMATION

Cell Phone Policy

We do not allow campers to have phones (or other devices capable of calling, texting, or accessing the internet) while at camp. If your camper does choose to bring a cell phone with them, it must be checked in with camp staff upon arrival. Checked phones will be labeled and kept secure. In the event that a camper does need access to their personal cell phone, they will be able to access it through the Nurse.

Parent-Camper Communication While at Camp

There are multiple ways to get in touch with your camper while they're at camp, even without their cell phones!

If you need to contact your camper, please reach out to our camp staff via email camps@highlandmountain.com or phone (603) 731-1499 and we will happily pass along the message. If there is an emergency such that you need to speak with your camper directly, our staff will also be able to coordinate a time to discreetly pull them away from their group and arrange a call home via the camp phone.

If your camper needs to make a call home, they can approach any member of our staff for help in doing so: either via the camp phone during the day, or using one of our two dorm phones in the evening.

Homesickness

Homesickness happens! If you think your camper may have a difficult time being away from home—whether at bedtime or during the day—please contact our Program Manager so we can create a plan to support them. Similarly, if your camper has recently experienced something difficult prior to camp (such as the loss of a pet or family member) please communicate this to us in advance.

Be prepared: It may be helpful both to you and your camper to discuss homesickness prior to camp. Reassure your child that homesickness is a lot more common than they possibly realize. This kind of normalizing conversation reassures a child what it is he or she is likely to feel has been felt before and is survivable. You may find as a parent that having your child away at camp is even more difficult for you! By having these conversations in advance, your child will know how to recognize homesickness and each of you can be prepared to work through the separation.

FAQ: I plan to be at Highland during my camper's session. Can't I just pop into the Camps Village or find them in the lift line if I need to talk to them?

While we understand the instinct to just check in with your camper if you see them, this can create a lot of confusion for our staff—especially when it concerns change-of-plan arrangements such as early sign-outs. By communicating via our camp staff, we're able to help you coordinate any changes to your camper's schedule without impacting other campers' experience. The safety and well being of all of our campers and staff is very important to us: therefore we ask that you do not enter the Camps Village outside of dropoff and pickup times without coordinating with a staff member.

FAQ: This is going to be my child's first experience away from home. How can I help them prepare?

We recommend arranging some practice weekends with friends or family! Getting to experience a couple of nights away from home in a still-familiar environment is a great stepping stone toward being comfortable at overnight camp.

FAQ: Can I call my camper during their session?

We strongly discourage phone calls except in an emergency or for birthdays. More often than not phone calls cause homesickness rather than provide comfort for your camper. Feel free to reach out to our staff for an update on how your child is doing! (See "Parent-Camper Communication" above.)

FAQ: Can I send my camper mail?

You can! Camper mail is passed along by staff at lunch or dinner. Mail can be addressed to:

Camper Name
Highland Mountain Bike Park
75 Ski Hill Drive
Northfield, NH 03276



CHOOSING YOUR PROGRAM

Highland offers two different summer camp programs: Summer Ride and Ayr Academy. For campers who have recently aged out but still want to be a part of camp, we now offer a Counselor-In-Training Program!

Summer Ride (8-13)

Summer Ride is a three-day camp for youth ages 8 to 13 who are interested in downhill mountain biking. Our Summer Ride sessions are designed to introduce riders to Highland Camps and help them feel prepared for the more rigorous Ayr Academy. Campers of all abilities will learn new skills, develop more confidence, make new friendships, and take their riding to the next level. Riders have the opportunity to focus on specific freeride and downhill skills with an emphasis on safety and rider etiquette.



Ayr Academy (11-16)

Ayr Academy is a weeklong mountain bike summer camp for youth ages 11 to 16, led by Highland's dedicated coaching staff and select guest pro coaches. Ayr Academy caters to both experienced teenage riders and young rippers who already have a solid skill base. No matter your ability level, if you like to ride we can teach you to do it better.



FAQ: My child is eligible for both Summer Ride and Ayr Academy. How do I decide which program is the better fit?

The most significant difference between Summer Ride and Ayr Academy is simply the length of the program. Five full, consecutive days of riding is a lot for young bodies, no matter how good of a rider you already are! Other factors to consider are age and social dynamics. Both programs cater to a broad range of riding abilities and experiences. Don't hesitate to reach out to our camp staff to talk through your options!



Counselor In Training (17)

Aging out of summer camp but not ready to leave? This is your opportunity to continue to learn and experience the daily operations of the camp you've enjoyed for so many years.

The Counselor In Training program is a two-week commitment open to 17-year-olds. CITs will live in the dorms and be assigned to an existing counselor group. They will work closely with camp staff to develop and co-lead activities for younger campers, shadowing the camp counselors, coaches, and marketing team. (At no point will CITs be solely responsible for other campers.) The CIT program is designed to foster the growth and development of leadership skills for each participant, setting them up for success in the world of summer camp and beyond!

Note that space is limited. Not all who apply for the CIT program will be accepted.

To qualify for the CIT program:

- Complete the camper enrollment process via CampMinder
- Submit a short essay to robert@highlandmountain.com explaining why you would like to become a CIT here at Highland
- Have at least two years of experience riding at Highland Mountain Bike Park

ENROLLMENT PROCESS

2024 Session Dates

We now offer seven sessions of Summer Ride and Ayr Academy!



- Session 1: June 23 - June 29
- Session 2: June 30 - July 6
- Session 3*: July 7 - July 13
- Session 4*: July 14 - July 20
- Session 5: July 21 - July 27
- Session 6: July 28 - August 3
- Session 7: August 4 - August 10

*Sessions 3 & 4 will feature female guest coaches.

The 2024 Counselor In Training program will run from July 21 to August 3 (overlapping with Summer Camp Sessions 5 & 6).

The below graphic visualizes which days of a given session each program is present at camp:



SESSION BREAKDOWN	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	OVERNIGHT						
		DAY					
	OVERNIGHT						
		DAY					

Enrolling in Multiple Sessions

You may enroll your camper in multiple sessions! For Ayr Academy campers, we strongly encourage you to limit your camper to no more than two consecutive sessions in order to manage fatigue.

Weekend supervision is ONLY available between Sessions 2 & 3 and Sessions 5 & 6. All other weekends, you must pick up your camper on Saturday and return on Sunday.



ENROLLMENT PROCESS

2024 PRICING:	SUMMER RIDE	AYR ACADEMY
BASE CAMP PRICE Camp tuition.	\$775	\$1,575
+ OVERNIGHT Includes lodging, meals, and transportation to and from Tilton School.	\$390	\$630
+ KIDS BIKE RENTAL For riders between 3'7" and 4'4" tall. Includes all required safety equipment: full-face helmet, elbow pads, and knee pads.	\$195	\$325
+ YOUTH BIKE RENTAL For riders between 4'4" and 4'11" tall. Includes all required safety equipment: full-face helmet, elbow pads, and knee pads.	\$270	\$450
+ ADULT BIKE RENTAL For riders 4'11" or taller. Includes all required safety equipment: full-face helmet, elbow pads, and knee pads.	\$306	\$510
+ ADULT UPGRADED DH BIKE RENTAL Only available to riders 5'5" or taller. Includes all required safety equipment: full-face helmet, elbow pads, and knee pads.	\$366	\$610
+ SAFETY EQUIPMENT ONLY RENTAL Includes all required safety equipment: full-face helmet, elbow pads, and knee pads. Does not include a bike.	\$36	\$60
+ PROTECTION PLAN Protects your camp investment in case of injury or illness. See "Cancellation Policy" for full details.	\$75	\$125
+ MANCHESTER SHUTTLE One-way camper shuttle to Manchester Logan airport.	\$75	\$75
+ BOSTON SHUTTLE One-way camper shuttle to Boston Logan airport.	\$125	\$125



ENROLLMENT PROCESS

Discounts

We have several different discounts available for summer camp:

- **Early Bird Discount:** Enroll in the month of December and get \$100 off your camp session.
- **Pay In Full Discount:** Pay in full at the time of enrollment and receive an additional 5% off your base camp price.
- **Multi-Session Discount:** Enroll in multiple sessions and receive 10% off your second session's base camp price.
- **Sibling Discount:** Enroll multiple campers from the same family, and each additional sibling will receive 5% off their base camp price.

Payment Plans

You will be required to make a 25% deposit in order to enroll in camp. We offer three different payment plan options so that you can choose the one that works best for your family:

- **Pay In Full:** Pay in full at the time of your enrollment. If you choose this option, you will receive a 5% discount off your base camp price.
- **Two Payment Plan:** Following your initial deposit, pay in two equal installments charged on April 1st and June 1st.
- **Monthly Payment Plan:** Pay in monthly installments, charged on the 15th of every month.

Scholarships

The Highland Camps scholarship program was created to help assist a handful of motivated, passionate young riders for whom summer camp may represent a financial hardship. Highland Camps is pleased to be able to offer the following scholarships for 2024:

- **Ayr Academy Full Ride:** Covers one session of Ayr Academy, including optional overnight and rental add-ons. Awarded to one applicant.
- **Summer Ride Full Ride:** Covers one session of Summer Ride, including optional overnight and rental add-ons. Awarded to one applicant.
- **\$500 Camps Scholarship:** Can be applied to any available Summer Ride or Ayr Academy session. Awarded to two applicants.
- **\$250 Camps Scholarship:** Can be applied to any available Summer Ride or Ayr Academy session. Awarded to two applicants.

The Highland Camps Scholarship Application can be submitted via the "Forms" tab of your parent dashboard. Applications are due on January 31st. Recipients will be notified in February.

You do not need to make a deposit in order to apply for a scholarship, and being actively enrolled will not affect your consideration. Scholarships may be applied toward any available session. (Eligible sessions may become limited as enrollments increase.) Scholarships are non-transferable and have no cash value.



ENROLLMENT PROCESS

Cancellation Policy

Cancellation of a camp up to 6 weeks prior to camp session start will be refunded less a \$125 cancellation fee. All cancellations must be submitted in writing to Highland Mountain Bike Park. Cancellations made by phone will not be accepted.

Highland Mountain Bike Park reserves the right to cancel a participant's enrollment for lack of payment, failure to complete required camp forms, or failure to comply with the standards of conduct.

If you would like to change your session dates, this can be done 6 weeks prior to the start of the session and only if there is available space in the session you'd like to move to.

If a participant does not complete the program due to personal injuries and/or illness, you will receive a prorated credit of your base camp price (and rental cost, if applicable) for days missed.

Credits are valid for 12 months and are not transferable. Unused or expired credits are non-refundable and non-transferable. Campers who are not eligible for future years of camp due to age or any other circumstance will not be refunded credits. We strongly recommend you purchase our protection plan or other travel insurance.

If a participant does not complete the program for any reason other than personal injury or illness, including but not limited to change of plans, friend's early departure, bicycle failure, or weather (when the session is not canceled by Highland Mountain Bike Park), their tuition will NOT be reimbursed, credited or moved to a later session.

All cancellations within 6 weeks of arrival will not be refunded

Protection Plan

Purchasing the Highland Camps Protection Plan will allow you to receive a refund of payments made minus the registration fee and protection plan fee for any camp days missed. You can purchase the protection plan for 7% of your balance.

If you opt out of purchasing the Highland Camps Protection Plan, our standard Cancellation Policy will apply to your camp sessions and you will not be eligible for a refund in the event of a cancellation for any reason. If you opt out of our protection plan we strongly recommend purchasing travel insurance independently.

Waitlist Policy

When a session of camp sells out, you will still be able to add your camper's name to the waitlist. Waitlisted spots only open up in the event that a currently enrolled camper cancels. If a spot does become available in a waitlisted session, we will reach out to the first camper on the waitlist who is not currently enrolled in camp. In doing so, we hope to allow as many kids as possible the chance to experience a week at camp.

Waitlist offers are sent via email. You will be given a deadline by which to respond confirming whether or not you still want the spot. After June 1st, you must have submitted all of your required camp forms in order for your enrollment to be accepted.

MEDICAL SERVICES

Highland Camps has nursing staff onsite or on call 24/7. Camp nurses handle medication delivery and any injuries that may occur during camp.

In addition to our camp nurse, Highland Mountain also has a team of EMTs (Highland Patrol) who are at the mountain whenever it is open for riding. They operate just like a ski patrol team, and respond to injuries on-hill.

Camp Health Center

The Health Center is located in the mountain's base area, and is home to both Highland's EMT Mountain Patrol and the Camps Nurse. You may also hear this building referred to as "First Aid Base."

The building features include:

- AED
- Bathrooms
- Adjustable patient beds
- Quiet isolation room
- First-Aid essentials
- Basic over-the-counter meds

Camper Medication

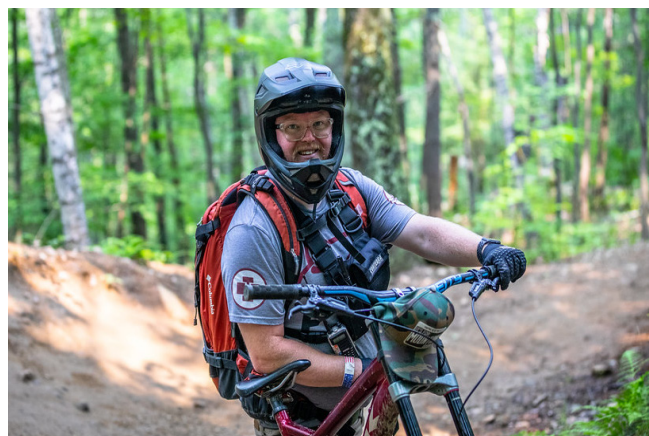
ALL medications will be dropped off to the nurse during check-in and stored in the health center. This includes any over-the-counter medications. Please refer to the health forms for bringing medication.

Medications should legibly display the camper's name, name of medication, strength, prescribed dose, frequency/time due, and method of administration.

If the current prescription label does not match a parent's noted dose change, an updated prescription or letter from the provider noting the change is needed.

FAQ: My child carries an EpiPen or asthma inhaler. Do they need to check that in with the nurse?

Yes, all medication must be brought to the Camp Nurse on your check-in day. We will have Self-Carry Waivers available during check-in for campers who want to carry their medication with them while at camp.



MEDICAL SERVICES

Responding to Camper Injury

Like any sport, mountain biking carries a risk of injury. All our camp staff are trained on how to respond to injuries at camp, and carry a radio to call for additional support if needed.

Universally, our first step is to assess the situation and prevent further injury. Depending on the injury and location, Patrol may be called via radio to provide care. Patrollers are familiar with all of our trails, features, and access roads and use all-terrain vehicles to respond to and transport injured riders to the Health Center. There, our team of Mountain Patrol EMTs and Nurses work together to assess a patient and determine the best course of action.

In the event of an emergency, parents will always be notified first. If for some reason you are unreachable, your emergency contact will also be notified.

In the case of minor emergencies, certified Highland Camps staff are available to provide transportation to a hospital or urgent care in one of our camp vehicles. In the event of a more severe injury, our community has a local ambulance team about 5 minutes from the mountain. Our local police and fire chief are notified when our camp is in operation.

In any situation where your camper may be leaving Highland property for medical attention, parents will be contacted to discuss options, coordinate details, and arrange a communication plan between yourself and the camp staff accompanying your camper offsite.



Responding to Camper Illness

Camp Nurses are available to care for any illnesses that occur during camp. The Health Center is equipped with a quiet room isolated from the rest of camp. We also have a dedicated quiet/isolation dorm room at the Tilton School for any overnight campers.

If the illness is contagious your child will be isolated to limit or prevent contamination to anyone they may come into contact with. Parents will be notified of any illness and possibly asked to make arrangements to collect your child from the program ASAP, both for the comfort of your camper and the health of others.

DAILY SCHEDULES

Below are sample daily schedules for both overnight and day campers. Note that coaches will take regular breaks during both riding blocks to get water, snacks, and rest as needed.

Overnight Campers

8:00am-8:30am	Breakfast at the school dining hall
9:00am-12:00pm	Morning activities, progression, and riding
12:00pm-1:00 pm	Lunch
1:00pm-5:00pm	Ride Mountain*
6:00pm-7:00 pm	Dinner at school dining hall
7:00pm-9:00 pm	Evening activity and downtime**
10:00pm	Lights out

*Coaches may also choose to take groups to ride the dirt jumps or HTC

**On select nights, overnight campers return to Highland for bike maintenance or after-hours riding in the HTC, dirt jumps, and/or slope course. On nights when we stay at the school, activities may include outdoor games such as ultimate frisbee or capture the flag, or indoor activities such as basketball, foosball, or movie night.

Schedule subject to change based on weather and participants

Day Campers

8:30am	Day camper drop-off at Highland
9:00am-12:00pm	Morning activities, progression, and riding
12:00pm-1:00pm	Lunch
1:00pm-5:00pm	Ride Mountain*
5:00pm-5:30pm	Day camper pick-up at Highland

*Coaches may also choose to take groups to ride the dirt jumps or HTC

Schedule subject to change based on weather and participants



PACKING LISTS

Remember to label your camper's belongings! If you are bringing your own bike to camp, we strongly recommend also bringing backup derailleur hangers and brake pads. Highland's bike shop is available to service camper bikes, but cannot guarantee that they will have the appropriate parts in stock in the event that you need a replacement.

Coin-operated laundry is available in the dorms (you must provide your own detergent). Overnight campers are welcome to bring their own non-perishable snacks to keep in their dorm rooms. For the safety of our campers and staff, no peanuts or tree nuts are permitted. Campers may not bring or consume energy drinks at camp.

Drugs, alcohol, tobacco, vapes, weapons, and any related paraphernalia are strictly prohibited by the Highland Camps Standards of Conduct. Bringing any of these items will result in immediate removal from camp.

Cell Phone Policy: We would prefer that campers do not bring cell phones, Apple watches, or any other device with internet or texting capabilities with them to camp. If your child does choose to bring their device, it will be checked in with staff upon arrival. Devices will be kept secured and locked within camp facilities. Camper cell phones will only be returned during their camp session in the event of an emergency. Dorm staff, camp nurses, and camp coordinators will all be accessible via mobile phone for any parent questions or concerns during camp.

Summer Ride

ALL CAMPERS:

- Bicycle(s)
- Riding gear in clear plastic tote labeled with camper's name (to be stored at Highland)
- full-face helmet (mandatory)
- elbow pads (mandatory)
- knee pads (mandatory)
- goggles
- gloves
- Jerseys
- Shorts / riding pants
- Appropriate riding shoes (closed-toe, flat sole)
- Multi-tool
- Water bottle
- Sunscreen
- Rain gear
- Spending money (bike shop, store, etc. Visa gift cards work well.)

OVERNIGHT CAMPERS:

- Street clothes
- Bedding & pillow (dorm beds are standard twin size)
- Pajamas
- Toiletries in shower caddy (toothbrush, toothpaste, deodorant, soap, shampoo)
- Bath towel
- Fan (a box fan will fit comfortably in the dorm windows)
- Any prescription medications in their original container, with clear name, dosage, doctor, and frequency on label
- A padlock if you would like to securely store any items in your desk drawer (cameras, wallets, etc.)

Ayr Academy

ALL CAMPERS:

- Bicycle(s)
- Riding gear in clear plastic tote labeled with camper's name (to be stored at Highland)
- full-face helmet (mandatory)
- elbow pads (mandatory)
- knee pads (mandatory)
- goggles
- gloves
- Jerseys
- Shorts / riding pants
- Appropriate riding shoes (closed-toe, flat sole)
- Multi-tool
- Water bottle
- Sunscreen
- Rain gear
- Spending money (bike shop, store, etc. Visa gift cards work well.)

OVERNIGHT CAMPERS:

- Street clothes
- Bedding & pillow (dorm beds are standard twin size)
- Pajamas
- Toiletries (toothbrush, toothpaste, deodorant, soap, shampoo)
- Bath towel
- Fan (a box fan will fit comfortably in the dorm windows)
- Any prescription medications in their original container, with clear name, dosage, doctor, and frequency on label
- A padlock if you would like to securely store any items in your desk drawer (cameras, wallets, etc.)