



Monmouth County Park System

Outdoor Adventures

Frequently Asked Questions

How do I sign up for a program?

- To book programs, please submit a Program Reservation Request form and email to the Ann Marie Osnato, the Group Program Coordinator, or call 732-842-4000, ext. 4240. Your program is only booked once you receive confirmation from the Group Program Coordinator.

How do I pay for our program?

- Groups will be billed after the program has been completed. Please do not bring payment on the day of the program or send any payment before the program has taken place.

How will my program be confirmed?

- You will receive a program receipt in the mail approximately 1-2 weeks after making your reservation.
- You will then be contacted the week before your scheduled date to confirm your program and address any last minute questions. During this important phone conversation, the group leader will be asked to review program specifics and discuss contingency plans in the case of inclement weather.

What should I know when contacting transportation?

- Buses must park in designated bus parking areas, when available, and should remain with the group the entire day. Depending on your program location, there may not be a safe shelter available if the weather turns inclement and your transportation must be available in case an early departure is required.

Where can my group eat lunch or have a snack?

- Picnic tables are available at most park locations on a first come, first served basis. We ask that the area be left as clean or cleaner than it was found. Unless otherwise noted, there are no indoor facilities available. *Reminder* Please use non-glass containers and water bottles.

How many chaperones can we bring?

- There is no fee for a limited number of supervising adults to attend our programs. Supervising adults are required to assist with programs. You must provide at least one supervising adult for every 12 participants. Please inquire when making your reservation about special accommodations that can be made for teacher's aides, school nurses, or other necessary staff. Additional fees may apply for additional adults attending a program without prior approval.



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- Please provide the following information to all supervising adults regarding their role on the trip:
 - Monmouth County Park System Staff are not present to discipline program participants. It is the group leader's responsibility to administer discipline.
 - Program participants must be directly supervised at all times. Supervising adults are present to assist and coach students, and must refrain from completing tasks assigned directly to program participants.
 - Cell phone use is prohibited.

What about inclement weather?

- For most programs, you can participate in your scheduled activities in the rain. In some situations, indoor activities can be substituted on rainy days. Contact the program reservation specialist for more information. Exclusively outdoor programs, such as the high challenge course, watersports, biking, rock climbing and hiking are subject to cancellation due to severe weather (thunder, lightning, strong winds).

What do I do if I have to cancel our program?

- Please call the Group Program Coordinator at 732-842-4000, ext. 4240 as soon as you know that you cannot attend your scheduled program date and we will try to arrange a new date for you.

Who do I call if we are going to be late for our program?

- For all programs, please call the Thompson Park Visitor Center at 732-842-4000, ext. 4312. Every effort will be made to accommodate your group; however, your program will still end at the scheduled time and possibly be forfeited.

Are special accommodations available?

- The Monmouth County Park System does not discriminate on the basis of disability in the admission or access to, or treatment in, its programs or activities. We offer inclusive services, which provide another choice for individuals with special needs or disabilities who desire the opportunity to participate alongside peers with and without disabilities in an integrated setting. In order to enhance our capability of serving our participants in an inclusive setting, we request advance notification of any special accommodations. With advance notification, our professional staff has the skills and experience to provide support or accommodations provided that the essential eligibility requirements documented for the specific program are met (with or without an accommodation). It is our intent to provide a successful and enjoyable experience for all. Please call in advance of your program date to inform us of any special accommodations that will be needed.