

Frequently Asked Questions **(1 Day camps at the Star)**

Q: Who are the coaches?

A: The Football Academy coaching staff is comprised of a mixture of former NFL players, Semi-pro, arena league and collegiate players. All Coaches are USA Football certified and have passed the Dallas Cowboys Background check.

Q: What time does my camper need to arrive?

A: We highly recommend arriving at least 20 minutes prior to start of check in for all our events. Please note that all campers will need to be checked-in everyday by their parent or legal guardian. You cannot drop off your child without checking them in!

Q: What time should I pick up my child each day?

A: Please arrive 15 min prior to the end of camp. Each camper will be required to check out with their parent or guardian prior to leaving.

Q: Which preseason game does my campers receive 2 tickets to? When do I pick them up?

A: The Dallas Cowboys preseason schedule is set by the NFL in late April or May and the preseason game which our campers are invited to attend will be determined after that time. We will offer each camper 2 party passes to one Dallas Cowboys preseason game at AT&T Stadium. **Stay tuned for more information regarding preseason opportunities when you camper arrives at their camp!**

Q: Is there any medical/training staff at the camp?

A: We have an EMT on duty at all times.

Q: What kind of supervision do campers receive?

A: Campers are always escorted by their own coach to all destinations and activities throughout the day.

Q: What is the inclement weather plan?

The Cowboys Football Academy takes all of the necessary precautions during the warm spring and summer months to ensure the safety of the participants. Outdoor Camps will continue during rainy conditions unless inclement storms develop and campers will then be moved indoors. **In the event of inclement weather, parents will be notified. No refunds are provided due to inclement weather.**

Q: May I observe my child at Camp?

A: Family and guests are welcome to stay and watch their child participate in the designated observing area. All parents will be informed of the viewing area upon check-in. If camp is taking place outside on the Cowboys practice field, then lawn chair ARE permitted.

Q: What does my child need to bring?

A: Campers need to come ready to play football! They should wear football cleats or tennis shoes. Cowboys Academy t-shirts will be distributed during registration for each participant to

wear each day. Campers are provided lunch, however if you have dietary restrictions we ask you pack your own lunch for safety.

Q: Who do we contact with questions or to relay messages to onsite campers?

A: Email twheatley@dallascowboys.net. The week of camp call (972) 497-4272.

Q: May I change my session?

A: You are able to change your session as long as space is available in that session. Please contact us by phone or email with your request.

Q: Can I cancel my registration?

A: Refund of registration (less a non-refundable cancellation fee of 50%) requires receipt of written notice of cancellation no later than 72 hours prior to the start of the first day of the session. Refund of the balance will be processed during the accounting period two weeks after the conclusion of the final camp. No refunds will be given to campers who voluntarily leave camp.

Q: What is provided to drink?

A: Complimentary water and sports drinks provided by Gatorade.

Q: Should my child bring a water bottle?

A: Complimentary water, Gatorade, and paper cups will be available all day to the campers. Please encourage the participants to drink plenty of fluids before, during and after camp each day.

Q: When are restroom breaks?

A: We will have access to restrooms throughout the day, but we encourage campers to go to the restroom during scheduled breaks in order to maximize their time on the field.

Q: Do you provide transportation?

A: No, parents/guardians are required to bring their child to camp, check them in and out. Campers may ride with other campers, as long as the staff is notified and the camper is aware of who is responsible for picking him/her up each day.

Q: Can my child bring electronic games, MP3 players, television, etc.?

A: No. We will not be responsible for lost or stolen items.

Q: Does my child need extra money at camp and where should he keep it?

A: No.

Q: Where can I go to get more information on tours?

A: Tour information can be found on the following links for both AT&T and The Star.

ATT: <http://attstadium.com/tours/tours-faqs> or 817-892-TOUR

The Star: <https://www.thestarinfrisco.com/tours/tours-faqs> or 972-497-4720