

FREQUENTLY ASKED QUESTIONS

Virtual Camps With Steve & Kate's



FAQs: Overview

Virtual Camps With Steve & Kate's

Your employer has partnered with **Bright Horizons**[®] to help you better manage your many work, family, and personal responsibilities.

As part of your *Bright Horizons Back-Up Care*[™] benefit, you have the option to use your back-up care benefit for virtual camps through Steve & Kate's.

Benefit Details

Register and Access Virtual Camps by Visiting:

<https://clients.brighthouse.com/KCC>

If Prompted: Employer Username: KCC | **Password:** mykcbenefits

Download the App: Search "back-up care" in the [App Store](#) or [Google Play](#)

Virtual Camps With Steve & Kate's

Who is Steve & Kate's?

Steve & Kate's is a premium provider of in-person and now virtual camp programs. Bright Horizons has partnered with Steve & Kate's to provide fun, quality in-person camp options through Bright Horizons Back-Up Care since 2016.

Steve & Kate's has been in business for more than forty years and believes in providing children the opportunity to choose their activities with a variety of options to participate in. Their philosophy is to create a community where kids can be themselves.

When are virtual camps available?

Virtual camp programs with Steve & Kate's are available from 9:00 a.m. ET through 8:00 p.m. ET every weekday (excluding major holidays).

What age ranges can participate in the virtual camps?

Virtual camp options are available for children ages 3-12.

What types of virtual camps are available?

Steve & Kate's has gathered a wide range of award-winning online classes and clubs in one easy-to-use platform. Activities include crafts, Roblox, fitness, Minecraft, digital art, space exploration, mathletes, acting games, and more.

In addition to session leaders, a live concierge is available to answer your child's questions and help them troubleshoot any technology problems.

What technology is required at home to access virtual camps?

Campers can join from any device that has web-based browsing, Zoom, and an internet connection. We recommend having an internet connection of at least 10 megabits per second to ensure solid connectivity.

What registration is required?

You will need to register for Steve & Kate's Camp through Bright Horizons Back-Up Care in order to access the platform. Registration needs to take place at least one day before the virtual camp program. Log in or create an account at <https://backup.brighthorizons.com> to access this program.

How do I schedule virtual camp for my child?

View this interactive user guide to get a step-by-step overview of the process:
<https://brighthorizons.nickelled.com/virtual-camps-registration>.

How far out can I reserve virtual camp?

Virtual camp requests follow existing back-up care reservation policies for your organization, which is generally up to 60 days in advance.

What is the exchange rate between back-up care uses and virtual camps?

You will receive a whole day of camp for each back-up care use.

During the day of camp, children can attend as many sessions as they wish throughout the day.

What is the capacity for camp activities?

Many individual activities have limitless capacities, while others may have maximum spots available at any given time. Campers will always have other activities available if their selected program has reached capacity for a session.

Can virtual camp reach capacity for a certain day?

There is no official camp capacity across the platform. Certain activities may reach capacity, and while it may not be their first choice, there will always be something available for campers to watch or participate in.

What parental supervision is needed for campers, particularly for younger (preschool and elementary school-age) children?

Very little supervision is required. Virtual camp is not a substitute for in-person supervision, so for elementary-school-age campers it is appropriate to maintain the level of supervision you would for any other passive activity. For some of our older campers that means that they are home alone. For campers in 1st-3rd grade that usually means an adult is within earshot. For our youngest campers who may lack dexterity to click a mouse or are not familiar with mute and unmute buttons, there may be an additional need for minimal supervision or support from an adult or older sibling close by.

Are any special materials required?

Any materials a child might need are likely at home already (such as paper, scissors, etc.). The class description will explain what materials are needed in advance.

Where can I go for support?

Once logged on to the Steve & Kate's platform, a live concierge will be available via Zoom in the primary room to answer questions, help you and/or your child navigate options, and troubleshoot technology. If you experience any issues logging on to the platform, you or your child can ask questions via "let's chat" on the parent account page or call a support number posted on the website and the account page.