

Club Penguin Q & A

What is Club Penguin?

Club Penguin (www.clubpenguin.com) is a safe, virtual world where children can play games, have fun and interact.

How does it work?

Each player chooses a penguin, gives it an identity and explores, interacting with other penguins by chatting, text messaging, playing games, sending greeting cards, or using emotion icons and actions such as waving, dancing or throwing a snowball.

Who is it for?

Club Penguin is designed for 8-14 year olds, but is open to children of all ages.

Why did you create Club Penguin?

Chatting and gaming are the two most popular online activities for children, yet most products are geared to older teens and adults. As parents of young children, we wanted to create a fun, online world that we'd be comfortable letting our own kids visit.

Is it safe?

In order to ensure the safest possible environment, we created two chat options.

Open Chat allows players to type their own messages to other users. Before any message goes out, however, our sophisticated filtering system ensures that nothing inappropriate gets through. The system blocks certain words and phrases, and also deciphers codes players might use in an attempt to get past the filter and bully others.

In order to further guarantee the safety of participants, moderators monitor what's going on and deal with reports of misconduct. An "M" icon on the upper, right-hand portion of the screen reminds participants that a moderator is available to help. Players who engage in inappropriate behavior can be silenced or banned.

Easy Chat is the perfect solution for parents seeking the ultimate in online safety. This bulletproof option limits what users can say to a predefined menu of greetings, questions and statements, as well as emotes, actions and greeting cards. Easy chat users can only see what other easy chat users are saying.

Are there any added benefits?

While children are playing games in a safe, online environment on Club Penguin, they're also learning valuable early social, computer and money management skills.

Club Penguin encourages children to play fair and take responsibility. By doing good deeds and playing games, for example, players earn virtual coins that allow them to buy clothing and accessories for their penguin or furniture for their igloo.

Do I need to worry about computer viruses with Club Penguin?

Club Penguin is flash-based and doesn't require downloading so it can be played with any kind of Internet connection and carries no risk of computer viruses.

Does it cost anything to join Club Penguin?

Although anyone can enter Club Penguin free of charge, they won't have the same privileges, such as buying clothing or furniture for their igloo, as paying members.

Membership can be purchased by phone or online with Visa, MasterCard, or through several "Pay by Cash" options.