Akron Zoological Park
2021 Holiday & Winter Break Adventures Family Guide & FAQs

Thank you for registering for Akron Zoo’s new 2021 Winter Holiday Adventures. Below is information regarding check in/out, registration, forms required for participation, appropriate dress, and FAQs.

GENERAL INFORMATION:

HOLIDAY Family Adventure – December 18
For those attending Family Adventure, please park your car in the A Lot and we will meet at the Zoo’s Welcome Center at 3pm.

Appropriate Attire
Dress in your cutest Pajamas so you are ready for your family photo! Make sure to also bring jackets, warm hats, scarves and gloves as we will be outside for at least part of the program and to stay warm when you head out to see the Wild Lights around the Zoo!

WINTER BREAK Family Adventure – December 27, 28, 29 or 30
For those attending Winter Break Family Adventures, please park your car in the C Lot and we will begin letting you into our Komodo Kingdom Education Center at 3:20pm

Appropriate Attire
• Plan on dressed in comfortable clothing and closed toe shoes.
• Clothing should be weather appropriate since we use the zoo grounds rain or shine. Jackets, warm hats, scarves and gloves are recommended.

Registration
• There is a $10 service charge for any change to the original registration.

Cancellation & Refund Policy
• If the cancellation occurs two or more weeks before the Adventure, a 50% refund will be issued onto an Akron Zoo gift card.
• No refunds are issued after the two-week deadline.
• There is a $10 service charge for any changes made to the original registration.
• Membership must be active at time of registration to receive member rates.
• We reserve the right to cancel any camp with insufficient registrations. Refunds will be granted if we are unable to accommodate your family for another appropriate Experience Date.

REQUIRED FORMS:
We are going all digital with our forms this year! Every family must complete the forms 2 days prior to your Experience. Health Forms can be found at the following link:
https://www.surveyhero.com/s/d5b419d
Safety & Health (Medications/Allergies):

Special Needs Participants
- It is important that you notify us of any special needs, medical conditions, or allergies that your family participants may have.
- Your information will be kept confidential and is only used to help our Staff provide you with the best camp experience possible.
- If someone in your party has a food allergy, please note that on their registration and Health-Behavior/Emergency Forms.

Medications
- Our policy is that Zoo Staff does not administer or carry ANY participant medications.

Sick Policy
- There are no refunds for Adventures missed due to illness.
- There are no make-up days for illness.

Contact in an Emergency
- In case of an emergency, please call the zoo’s main line at (330) 375-2550. Please inform the receptionist with participants’ name and the camp they are attending and the staff will be notified.
- For all other calls, please call the number listed above and the receptionist will forward your call to the appropriate person.

Zoo Instructors and Staff:
- Our Adventure Instructors are college age or older.
- All instructors must pass a criminal background check.

Frequently Asked Questions
Q. What do you do at Akron Zoo’s Holiday Family Adventure?  (Dec 18)
A. Participants will have a magical experience feeding penguins, making and taking home a holiday craft project, Holiday story-time, cocoa & cookies, meeting wintery animals close up and getting a family photo with Forest the porcupine! Then freedom to explore Wild Lights after the event.

Q. What do you do at Akron Zoo’s Winter Break Family Adventure?  (Dec 27, 28, 29 or 30)
A. Winter at the Zoo – Families learn about what different animals do in the winter-time in the wild vs life at the zoo with heated floors. How animals deal with/survive the cold. Participants will make a craft, play games, go behind-the-scenes at Grizzly Bear, meet animals up close and form connections to the natural world.

Q. Will we get to play with and hold the animals?
A. Participants will meet some of our education animal ambassadors. They may get to touch some animals, but will not hold or play with the animals.
Q. Will we get to go behind-the-scenes for our Adventure?
A. At this time, only certain programs include behind-the-scenes portions, but that is subject to change. The Winter Break Adventures do include a behind-the-scenes portion.

Q. Are there any forms I need to fill out?
A. Yes. Every participant will have forms that must be completed and turned in. Please turn them in at least 2 days before the event date. You can fill out these forms at https://www.surveyhero.com/s/d5b419d if you have any questions about the forms you can email them to ZooCamp@akronzoo.org.

Q. Can I bring camera?
A. Yes! Please do! The December 18 Holiday Family Adventure will utilize your own camera for your photo with Forest the porcupine!

Q: May I bring our family pet with us?
A: No pets are allowed on zoo grounds, so please leave all pets at home.

Q. Who will be teaching the programs?
A. Our Adventures are taught by zoo staff.

Q. What is your refund and cancellation policy?
A. If the cancellation occurs two or more weeks before the Holiday or Winter Break Family Adventures, a 50% refund will be issued onto an Akron Zoo gift card. There will be no refunds for cancellations made less than 2 weeks prior to the first date of a session. There is a $10 service charge for any changes made to the original registration. Membership must be active at time of registration to receive member rates. The zoo reserves the right to cancel any Adventure with insufficient registrations. In the event this happens, a full refund will be issued.

Q. Can I arrive earlier than stated time on my confirmation letter?
A. No, we ask that families adhere to the guideline so that the zoo staff has time to properly set up for the day.