Akron Zoological Park
2021 ZooCamp Family Guide & FAQs

Thank you for registering your child in ZooCamp this summer. Below is information regarding check in/out, registration, forms required for participation, appropriate dress, and FAQs.

GENERAL INFORMATION:

Check In/Out

Drop off and pick up will occur in our “C” parking lot near the entrance to our Komodo Kingdom Education Center. You must provide a list of people approved for pickup in advance. All campers will be checked in/out following the below procedures.

Check In/Drop Off:

- Drop off times are from 8:30-9:00 am or 12:40-1:00 pm. Camp staff will be ready to check in your camper at that time.
- Please follow the signs and arrows painted on pavement to our drop off/pick up area. Cars will approach drop off from the Right side of C Lot, pull up to the drop off point with the passenger side of the car next to the curb.
- Remain in your car
- Camp staff will approach the car and ask the adult if the child has experienced high temperatures and/or COVID related symptoms. Once cleared Camper will be asked to exit the car
- Our camp staff will mark child(ren) as arrived at drop off and walk them to their classroom.
- For those attending Family Camp, please park your car in the C Lot and we will begin letting you into our Komodo Kingdom Education Center at 8:40.

*At this time, you will not be able to accompany your camper into the classrooms.*

Check Out/Pick Up:

For pick up you must have identification and be on the approved pick-up list.

- Please follow the signs and arrows painted on pavement to our drop off/pick up area. Cars will approach drop off from the Right side of C Lot, pull up to the drop off point with the passenger side of the car next to the curb.
- Remain in your car.
- Camp staff will approach the car, tell them the name(s) of Child(ren) being picked up and show your identification to be confirmed against the approved pick-up list. The camper(s) will be brought to the car to load.
- If your child is to be picked up by anyone other than yourself, we must have this in writing in advance. This includes Carpooling with other camp families. Your child will not be permitted to leave with anyone but you or the person(s) on the Emergency and Health History form or the Transportation Form.
- All campers are expected to be picked up within 20 minutes of the end of camp. Campers not picked up in this time frame will be assessed an additional fee. Pick up times are from 12:00-12:20 pm or 4:00-4:20 pm. Early pick up or late arrivals need to be scheduled in advance with zoo camp staff.
Picking Up Your Child Early

- If you need to pick up your child early, please bring a note including your name, your child’s name and the time you need to pick them up and give to the camp instructor during sign in.

Camp Care

- This service is NOT available this year
- A late fee of $1/per child/per minute will be charged starting at 12:21 pm or 4:21 pm.

Food

- The Meal Deal Service is NOT available this year.
- A short break when the children can have snack will happen each day. Food will not be provided by the zoo. If a Camper would like to bring their own snacks, please feel free to pack any non-peanut items that your Camper may want. Note: There will not be any access to refrigeration.
- Campers are encouraged to bring a reusable Water bottle.

Appropriate Attire

- A t-shirt is provided for each child for each camp they are registered for.
- We ask that each child wear the t-shirt while participating in ZooCamp activities.
- Extra shirts can be purchased for an additional $10.00 (while supplies last).
- Your child should be dressed in comfortable clothing and closed toe shoes.
- Children wearing sandals or flip flops may not be able to participate in some activities due to safety issues.
- Clothing should be weather appropriate since we use the zoo grounds rain or shine. Please do not bring umbrellas.

Registration

- Registered children should be signed up for the camp that reflects their age as of the first day of camp.
- If your child has not completed kindergarten by June 2021, please register them for the Early Childhood ZooCamps.
- 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 first day of the camp, 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 child in another age appropriate camp.

REQUIRED FORMS:
We are going all digital with our forms this year! Every parent must complete the forms prior to your child’s first day of camp. Health Forms can be found at the following link: https://app.surveyhero.com/s/b326489

Safety & Health (Medications/Allergies):
Special Needs Campers
- It is important that you notify us of any special needs, medical conditions, or allergies that your child may have.
- Your information will be kept confidential and is only used to help our ZooCamp Staff provide your child with the best camp experience possible.
- If your child requires additional assistance, parents or caregivers ages 18 and over are welcome to attend ZooCamp with their child with advanced notification to our Education Department.
- If your child has a food allergy, please note that on their camp registration and Health-Behavior/Emergency Form.

Medications
- Our policy is that ZooCamp Staff does not administer or carry ANY camper medications.
- If your child requires medication during camp, he/she must be able to administer themselves, or prior arrangements can be made for a parent to come in to assist their child with the medication.

Sick Policy
- If your child becomes ill during camp, we will call you to keep you aware of the situation.
- If your child is feverish/vomiting, or has a rash that appears to be spreading, you will be asked to pick up your child immediately for the safety of the other campers and staff.
- There are no refunds for days missed due to illness.
- Due to the popularity of the camps, 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 your child’s name and the camp they are attending and the camp 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.

ZooCamp Instructors and Interns:
- Campers are supervised and escorted at all times. This includes restroom/water fountain breaks, tours on the zoo grounds, classroom sessions, etc.
- Our ZooCamp Instructors and Interns are college age or older.
- All instructors must pass a criminal background check.
Frequently Asked Questions

Q. What do you do at ZooCamp?
A. The activities vary depending on the topic you choose. Basic activities include touring the zoo, meeting education animal ambassadors up-close, talking with zoo staff, and making crafts.

Q. Will my children get to play with and hold the animals?
A. Campers will meet some of our education animal ambassadors. They may get to touch a mammal or a reptile, but will not hold or play with the animals.

Q. Will my children get to go behind-the-scenes for ZooCamp?
A. At this time, only certain programs include behind-the-scenes portions, but that is subject to change. Camps with a behind-the-scenes portion are noted in the brochure with a "Lion" icon.

Q. My child is very advanced; can I enroll him/her in a higher age class?
A. No. The age categories are very strict.

Q. If it is a hot day can I send a water bottle with my child?
A. YES! Please send a reusable water bottle with your child.

Q. What should I dress my child in for ZooCamp?
A. All programs go outside daily and the programs are held rain or shine so dress your child according to the weather. They must wear comfortable play clothes and shoes; NO FLIP FLOPS! Inappropriate footwear will limit your child’s ability to participate. Refunds will not be given if your child is not able to participate due to inappropriate attire.

Q. Are there any forms I need to fill out for my child?
A. Yes. Every camper will have forms (ZooCamps for ages 5-15) that must be completed and turned in. If you’d like to turn them in before their camp starts, you can either email these forms into ZooCamp@akronzoo.org or mail them to the address above. You can also bring them in the first day of camp. If you email or mail the forms in before ZooCamp starts, you only need to turn one set of forms in regardless of the number of camps your child is attending.

Q. Can I send a camera with my child?
A. Yes, but if the zoo staff deems it a distraction to the child or other campers, they will be asked to put it away until the end of the day. If the item becomes an issue for multiple days, camp staff may ask the parent to keep the item at home. The zoo is also not responsible for lost, stolen, or broken items and campers will not be able to charge these items while at camp.

Q: May I bring our family pet with us to drop off or pick up my child?
A: No pets are allowed on zoo grounds, so please leave all pets at home when dropping off or picking up your child.

Q. Is it safe to leave my child at ZooCamp?
A. Yes. We have a sign-in and sign-out procedure so we know who children are coming and leaving with. If someone other than you must drop off or pick up the child, we must have this in writing when you drop off your child.

Q. Who will be teaching the camps?
A. Our camp classes are taught by zoo staff.

Q. Can I stay at ZooCamp with my child?
A. No, only parents that have informed us of their child’s special requirements will be permitted to stay.

Q. What is your refund and cancellation policy?
A. If the cancellation occurs two or more weeks before the first day of the camp, 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. No refunds will be given for days not attended within a multiple-day 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 camp with insufficient registrations. In the event this happens, a full refund will be issued.

Q. Can I drop my child off earlier than stated time on my confirmation letter?
A. No, we ask that parents adhere to the guideline so that the ZooCamp staff has time to properly set up for the day. A late fee of $1/per child/per minute will be charge starting at 12:40PM.