

Akron Zoological Park

2022 Summer ZooCamp Guide & FAQs

Thank you for registering for the Akron Zoo's 2022 Summer ZooCamp. 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 the Komodo Kingdom Education Center. You must provide a list of people approved for pick up in advance. All children will be checked in/out following the procedures below.

Check In/Drop Off:

- Drop off times for full-day camps and morning half-day camps are from 8:45 - 9:10 a.m. For afternoon half-day camps, drop off times are from 12:45 – 1:10 p.m. Zoo staff will be ready to check in your child at these times.
- If registered for before care, drop off times are from 7:50 a.m. to 8 a.m. Zoo staff will be ready to check in your child at that time. Before care is **ONLY** available for full-day camps. Participants **MUST** be pre-registered.
- Please follow the signs to our drop off/pick up area. Cars will approach drop off from the right side of C Lot and pull up to the drop off point with the passenger side of the car next to the curb.
- Remain in your car.
- Our camp staff will mark child(ren) as arrived at drop off and walk them to their classroom.

At this time, you will not be able to accompany your child 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 to our drop off/pick up area. Cars will approach drop off from the right side of C Lot and 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 child(ren) 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 families. Your child will not be permitted to leave with anyone other than you or the person(s) designated on the Emergency and Health History form or the Transportation Form.
- All children are expected to be picked up within 20 minutes of the end of ZooCamp. Pick up times for morning half-day camps are from 12:00 – 12:20 a.m. Pick up times for full-day camps and afternoon half-day camps are from 4:00 - 4:20 p.m. Children not picked up in this time frame will be charged an additional fee. Early pick up or late arrivals need to be scheduled in advance with zoo staff.
- A late fee of \$1/per child/per minute will be charged starting at 4:21 p.m.

Food

- Full-day camps will have a scheduled lunch time in the middle of the day. Campers must bring a sack lunch. The zoo is NOT offering meal deals at this time and campers will NOT be able to purchase food from the café. *Note: There will not be any access to refrigeration.*
- For both full-day and half-day camps, there will be a short break (am & pm) when the children can have a snack. Food will NOT be provided by the zoo. If a child would like to bring their own snacks, please feel free to pack any non-peanut items that your child may want.
- Children are encouraged to bring a reusable water bottle.

Appropriate Attire

- Plan to dress in comfortable clothing and close-toed shoes.
- Clothing should be **weather appropriate** since we use the zoo grounds, rain or shine. Please do not bring umbrellas. We recommend a bag or backpack to help keep loose items together. You may also want to label belongings.

Registration

- **There is a \$10 service charge for any change to the original registration.**

Cancellation & Refund Policy

- If a cancellation occurs two or more weeks before the program, a 50% refund will be issued onto an Akron Zoo gift card.
- No refunds will be 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 the time of registration to receive member rates.
- We reserve the right to cancel any camps 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 digital with all of our forms this year! Every parent/guardian must complete these forms prior to your child's first day of camp.

Health Forms can be found at the following link: <https://forms.office.com/r/jSm2wcppGH>

Safety & Health:

- 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 zoo staff provide your child with the best experience possible.

Special Needs Campers

- If your child requires additional assistance, parents or caregivers aged 18 and over are welcome to attend with the child, as long as you give advanced notification to our Education Department.

Allergies

- If your child has a food allergy, please note that on their camp registration and Health-Behavior/Emergency Form.

Medications

- Our policy is that zoo staff do not administer or carry ANY participant medications.
- If your child requires medication during the program, they 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 the experience, 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.
- 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 of your child's name and the camp they are attending, and our program 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:

- Children are supervised and escorted at all times. This includes restroom/water fountain breaks, tours of the zoo grounds, classroom sessions, etc.
- Our instructors are college age or older.
- All instructors must pass a criminal background check.

Frequently Asked Questions

Q. What do you do at the Akron Zoo's Summer 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 Summer ZooCamp?

A. At this time, only certain programs include behind-the-scenes portions, but that is subject to change. If you are interested in a certain camp, please contact us and we will do the best we can to find the right camp for your child. Additionally, camps with a behind-the-scenes portion are

noted in the brochure with a lion icon.

Q. 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 Summer ZooCamp?

A. The program will go outside and will be held rain or shine, so dress your child according to the weather. They must wear comfortable play clothes and shoes. 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 child will have Health and Behavior 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://forms.office.com/r/jSm2wcppGH>. If you have any questions about the forms, you can send an email to zoocamp@akronzoo.org.

Q. Can I send a camera with my child?

A. Yes. A child may use their own camera if interested in taking pictures (preferably a disposable one). Please be aware that there may be areas that your child will not be allowed to take pictures as part of the zoo's policy.

Q. Can my child bring their phone/iPad/Nintendo DS/etc.?

A: Yes, but if the zoo staff deems it a distraction to the child or others, they will be asked to put it away until the end of the day. The zoo is also not responsible for lost, stolen or broken items, and children will not be able to charge these items while at the zoo.

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 the zoo?

A. Yes. We have a sign-in and sign-out procedure so we know who children will be 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. Can I stay at the program with my child?

A. No, only parents that have informed us of their child's special requirements will be permitted to stay. Please look at one of our Family Camp Experiences as an alternative if you would like to participate with your child.

Q. What is your refund and cancellation policy?

A. If the cancellation occurs two or more weeks before the Summer ZooCamp session, 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 the 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. Who will be teaching the camps?

A. Our camp classes are taught by zoo staff.

Q. Can I drop my child off earlier or pick up my child later than the stated time on my confirmation letter?

A. No, we ask that parents adhere to the guidelines. In the morning, zoo staff need time to properly set up for the day. For late pickups, a late fee of \$1/per child/per minute will be charged starting at 4:21PM.