

Akron Zoological Park

2023 ZooCamp Guide & FAQs

Thank you for registering for Akron Zoo's 2023 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 pickup in advance. All children will be checked in/out following the procedures below.

Check In/Drop Off:

- Drop off times are from 8:45 – 9 a.m. Zoo staff will be ready to check in your child at that time.
- If registered for Before Care, drop-off times are from 7:50 – 8 a.m. Zoo staff will be ready to check in your child at that time. You **MUST** be pre-registered for Before Care, which is only available for Full Day Camps.
- Please follow the signs to our drop off/pick up area. Cars will approach drop off from the right side of Lot C, 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 Lot C, 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 but you or the person(s) 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 camp. Children not picked up in this time frame will be charged an additional fee. Pick up times are from 4 – 4:20 p.m. 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 lunchtime. Campers must bring a sack lunch. We ask that you do not pack any peanut items. 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 Days and Half Days there will be a short break (am & pm) when the children can have a snack. Food will NOT be provided by the zoo. We encourage campers to bring snacks. Please feel free to pack any non-peanut items that your child may want.
- Children are encouraged to bring a reusable water bottle. We do have water fountains for refilling bottles.

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. You may want to label belongings and we recommend a bag or backpack to help keep loose items together.

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.
- 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 the time of registration to receive member rates.
- We reserve the right to cancel any camp program 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/9ij49Fuin8>

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

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 ZooCamp?

A. The program will go outside and the programs are 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/9ij49Fuin8>. If you have any questions about the forms, you can email them to zoocamp@akronzoo.org.

Q. Can I send a camera with my child?

A. Yes. If you are interested in taking pictures, the child must use their own camera (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, to use as a camera. We would prefer children are not playing video games during camp times. 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 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. 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 ZooCamp session, a 50% refund will be issued. 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 than stated time on my confirmation letter?

A. You may sign up for Before Care if you need an earlier drop off time, starting at 8 a.m. for an additional \$25 Fee. Otherwise, we ask that parents adhere to the guidelines so that the zoo staff have time to properly set up for the day. We do not offer After Care at this time. A late fee of \$1/per child/per minute will be charged starting at 4:21PM.