

Akron Zoological Park

2024 Summer ZooCamp Guide & FAQs

Thank you for registering for Akron Zoo's 2024 Summer ZooCamp. Below is information regarding check in/out, registration, forms required for participation, appropriate dress, & 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. Once entered the zoo, follow signs to drop off/pickup car line.

Check In/Drop Off:

- Drop off times are from 8:45-9:00 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 7:50am to 8am. 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 C Lot, 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, 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 approved pickup list. To add names to your list please email: zoocamp@akronzoo.org with the campers' names and full names of additional approved pickup people at least 1 day before pickup.
- If children require assistance buckling into their seat, please pull ahead into a parking spot before getting out to get them situated. This will help us keep our pickup line moving.
- All children are expected to be picked up within 20 minutes of the end of their ZooCamp session. Children not picked up in this time frame will be charged an additional fee. Pick up times are from 4:00 - 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. Campers are welcome to use reusable lunchboxes. We ask that you **do not** pack any **peanut** items.
- Campers will NOT be able to purchase food from the café or elsewhere in the zoo. *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.
- Please have Children bring a reusable water bottle with them for both full and half-day camps. We have water fountains for refilling bottles.

Appropriate Attire

- Plan to dress in comfortable clothing that can get dirty. Your camper (not including Family Camp or Jr Keepers) will receive a ZooCamp shirt on the first day, and are encouraged to wear it each day they attend. Additional t-shirts are available for purchase for \$15 each while supplies last.
- For safety reasons, we require that campers wear closed toe shoes to camp each day. Flip flops and Crocs are not appropriate for game play and activities at ZooCamp. Inappropriate footwear will limit your child's ability to participate.
- Clothing should be **weather appropriate** since we use the zoo grounds, rain or shine. Please do not bring umbrellas.
- Please label belongings whenever possible 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.

Health Forms:

If you have any additional Health or Behavioral information you would like to share with us before the event you can fill out an optional complete these forms prior to your child's first day of camp. The Supplemental Health Form can be found at the following link: <https://forms.office.com/r/JGZCFDJbhC>

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 if needed please submit a Supplemental Health-Behavior Form at the link above.

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.

Q. What should I dress my child in for Summer ZooCamp?

A. The program will go outside and the programs are held rain or shine so dress your child according to the weather. They will receive a ZooCamp shirt on the first day, and are encouraged to wear it each day they attend. The rest of their attire 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. No, but if you have additional health or behavioral information you would like to share with us you can use the following link. Please turn them in at least 2 days before the start date of your ZooCamp. You can fill out these forms at: <https://forms.office.com/r/JGZCFDJbhC>. 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. 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 **ONLY to use as a camera.** Children are not to be 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. If it is still an issue the teacher may confiscate the electronic device till 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 Summer 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 8am 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.