



Thank you so much for registering for Camp Zoo 2023!

We are excited to have your camper(s) join us for this summer! Now that you're all signed up, here are your next steps:

- ✓ **Fill out Health History Form**
- ✓ **Pick up Apparel Early**
- ✓ **Watch Orientation Video**

Before your week of camp begins, you must complete a health history form for each camper. Follow this link to fill it out now: https://phoenixzoo.formstack.com/forms/summer_camp_2023

We will be hosting early **apparel pick-up days** in the month of May:

Saturday, May 13, 12:00pm-2:00pm

Sunday, May 21, 1:00pm-3:00pm

Saturday, June 3, 9:00am-11:00am

Additional apparel will also be available for purchase.

If you are unable to attend one of these days, apparel will be available to pick-up at guest services throughout the month of May, while supplies last. Additional purchases will NOT be available through guest services.

Early apparel pickup will ensure a faster check-in on your first day of camp! If you do not pick up apparel in advance, you will be able to collect all your materials during check-in.

Please watch our Orientation Video for important information about camp: <https://www.youtube.com/watch?v=X-JhldTqw38>

For additional questions, see our FAQ below. We look forward to seeing you soon!

Camp Leadership Team:

The best way to contact the Camp Leadership Team is via email.

Camp Supervisors: Katie Mather-Charles, Yasmine Youssefi

Formal Learning and Engagement Manager: Leslie Bell

E-mail: outreach@phoenixzoo.org

Camp Zoo Emergency Line: 602.574.2253

Special Thanks to Our Sponsors!



Camp Zoo Frequently Asked Questions

1. **What will my camper do in a day?**

Campers participate in indoor and outdoor activities including games, crafts, learning activities, stories, songs, hikes, animal demonstrations, and special behind the scenes animal encounters/experiences.

2. **What does Group A and Group B mean?**

Due to increased demand, some grade levels are offering two groups! These groups will have identical curriculum and activities throughout the day. Groups can be selected when registering your camper and will be labeled as "Group A" and "Group B."

If you have family/friends in the same grade level coming to camp, the best way to guarantee you are in a group together is to coordinate what group you will select during registration. Otherwise, be sure to indicate if you have any friends attending camp in the corresponding field provided at registration. Requests can also be made with the Zoo's reservations department but ask that they are done as far in advance as possible. We will do our best to accommodate requests, but we cannot guarantee them.

3. **Does my camper need to bring lunch?**

Yes, all campers are required to bring their own lunch from home.

4. **Why does my camper need close-toed shoes?**

Our programs may involve behind the scenes elements where fecal matter may be present. For this reason, we ask that campers wear enclosed shoes to keep fecal matter from entering their shoes.

5. **Does my camper need to wear their camp shirt every day?**

Yes, we ask that campers wear their camp shirt each day. This aids in the identification of participants in our program. Additional shirts will also be available for purchase for \$10.

You may pick up camp apparel early through the month of May. Pickup is available through guest services. You may also pick up materials AND make additional purchases on our designated apparel pickup days!

6. **My camper has food allergies, is there a safe space for them to eat?**

We offer a communal lunchroom and a separate "nut-free" area in which lunch boxes are checked to ensure they do not contain any products with nuts. Please be sure to communicate all your campers' allergies on their health history form.

7. **What time is check-in?**

Check-in will run from 7:45 AM to 8:00 AM every day of camp. On **Mondays**, we will begin check-in at 7:30. Please allot at least 30 minutes for check-in the first day of camp to allow for material collection, group organization, and paperwork collection.

To make check-in go faster on the first day, please be sure to utilize our early camp apparel pickup days!

8. **What time is pick-up?**

Pickup will begin at 2:45 pm and run until 3:00 pm. Please make arrangements to pick up your camper in this window. **For Kindergarten, pickup will begin at 11:30 am and run until 11:45 am.**

9. **My camper needs to arrive late or leave early, what should I do?**

While we encourage campers to attend for the entire program, we understand that is not always possible. If picking up early, please communicate your intention to do so at check-in with the expected time you will be picking up. Additionally, please call us on the camp phone at (602)574-2253 when you are 10 minutes away from pick-up.

If arriving late, please tell us on the camp phone at (602)574-2253 at least 30 minutes before your arrival, and then again when you are 5-10 minutes away so we can arrange for staff to check in your camper.

10. Is there an aftercare program where I can pick up my camper later?

Unfortunately, we are no longer able to offer any after-care services. Please make arrangements to pick up your camper by 3:00 PM.

Camp Zoo Policies and Procedures

Thank you so much for registering for camp zoo. Please review and agree to the following terms before your week with us.

Camp Times:

Camp starts at 8:00 am with the check-in beginning at 7:45. Camp ends and check-out begins at 2:45. All campers must be picked up by 3:00. **For kindergarten, check out begins at 11:30 and all kindergarteners must be picked up by 11:45.** We are **NOT** offering aftercare.

Please refer to our FAQ for information on arriving late.

Departure

Campers will only be released to individuals identified during morning sign-in as a designated pick-up person for the camper. Anyone picking up a camper must show a photo ID. We will email additional details about check-in/check-out process about one week before camp.

When picking up your camper, instructors will share the highlights of your camper's day, and communicate any other relevant information.

Early Departures

Early departures may be accommodated with advanced notice. Please notify a Camp Supervisor in advance, no later than check-in on the day-of, if early departure arrangements must be made. We will do our best to accommodate these requests according to the time you have specified, but please know that additional staff and time are needed to escort early departures within the Zoo. Thank you for being patient and allowing yourself a time buffer.

If a camper must be picked up early without notice due to an unforeseen emergency, please call the **Camp Zoo emergency line 602.574.2253**. Please be aware that the Zoo spans over 120 acres and may take time to transport campers to the gate.

Camp registration:

Due to the increased demand for Camp Zoo, campers may only register for one week of camp over the summer. Campers must be registered for the grade level that matches the grade level they will begin in the upcoming school year. Campers may not be registered for grades higher or lower than their current grade level.

If campers are in the same grade level as a friend/family member also attending camp, and you would like to request that the campers are in the same group, please make this request with the Zoo's reservations department as far in advance as possible. We will do our best to accommodate requests, but we cannot guarantee them.

Refunds:

Refunds can be obtained up to 14 days (2 weeks) before your camp begins. Cancellations made within 14 days (2 weeks) of the camp session will be subject to a 25% surcharge (per camper per session) unless they are missing due to illness, and you notify us before the start of camp.

Sessions can be rescheduled. However, if you choose to reschedule within 14 days (2 weeks) prior to the start of the original session, a 25% surcharge (per camper) will be added to your bill.

There is no refund for no-shows or missed days.

We reserve the right to cancel any camp session. In such cases, you will be notified, and we will reschedule you or a full refund will be made.

Please Note - Camp fees may not qualify for dependent care credits or dependent care reimbursement plans.

Camper materials:

Campers will come to camp every day with the following materials:

1. Camp t-shirt, worn each day
2. Closed toe shoes
3. Water bottle
4. Packed lunch

A Camp shirt, a water bottle, and a hat are included in your camp registration. Additional items will be available for purchase at apparel pick-up days and check-in. Please dress campers each day in comfortable “play clothes” that can get dirty/wet. **Footwear must be closed toe**, comfortable for walking and able to get dirty/wet. “Heelies” and other rolling shoes are not permitted at the Phoenix Zoo. Campers who arrive at camp wearing improper shoes (including flip-flops) may not be able to participate in outdoor/behind-the-scenes activities until proper shoes are brought to camp.

It is best to apply sunscreen and bug repellent before camp. If it needs to be reapplied throughout the day, **campers will need to be able to apply sunscreen and bug repellent themselves.**

Campers may bring a backpack to carry the materials mentioned above, as well as any additional items they may need (sunscreen, bug spray, etc.). We ask that toys, cell phones, and electronic devices stay at home. The Phoenix Zoo is not liable for any lost, stolen, or broken items brought to camp.

Drugs, alcohol, or weapons of any kind are prohibited. Camp Zoo reserves the right to confiscate any inappropriate, dangerous, or harmful items found in camper possession.

Cell Phones and Electronics

Camp Zoo focuses campers on being present in the experiences we offer. Cell phones and other entertainment-based electronics are not allowed to be used during Camp hours. If found, these items will be confiscated from campers and returned to the adult picking up at the end of the day. If you have a circumstance that requires you to contact your camper during the camp day, please contact camp supervisors on the camp zoo emergency phone number 602-574-2253.

Lost and Found

Please label all items brought to camp with your camper’s first and last name and grade level. The Phoenix Zoo cannot assume responsibility for anything brought to camp, however, staff will do their best to help locate missing items. A Lost & Found box is kept in the Neely Center. Items not claimed at the end of the week are taken to the Ranger Station. Clothing and other unclaimed items are donated to charity if they are not collected within 1 month of your camp.

Snacks

A light snack will be provided each morning and afternoon. Snacks will be pre-packaged. Snacks may include pretzels, goldfish crackers, applesauce, raisins, granola bars, carrots, and apples. As a special treat, we occasionally (no more than once a week) offer campers cookies or popsicles. Please **communicate any allergies** on your health history form as well as with instructors at check-in. Campers with dietary restrictions may pack a snack that meets their needs to enjoy at snack time, but it must not contain peanuts.

Camper behavior:

Camp Zoo’s discipline policy is based on a system of Rights, Privileges and Expectations.

- **Rights:** All campers have the right to respectful, considerate treatment, meeting of physical needs, and an atmosphere of accountability.
- **Privileges:** All campers have the privilege to fully participate in the camp program and activities. This privilege is offered uniformly, and portions are withdrawn only for deviation from acceptable behavior.
- **Expectations:** At Camp Zoo, our expectations are **safety, respect, and fun!** Camp Zoo staff are trained to make expectations age-appropriate and accessible for all campers.

Campers will make choices that ensure **safety**. Campers must stay with their designated group(s) and be visible by two instructors while at the Zoo. Campers cannot navigate Zoo grounds unattended. Physical violence of any kind is not allowed. Campers will listen carefully to instructors, zookeepers, and staff regarding safety precautions that maintain the safety of themselves, fellow campers, staff, and animals.

Campers will make choices that ensure **respect**. Campers will use language that is age appropriate and respectful towards their peers, staff, and animals. Campers will listen and follow the directions of their instructors and Zoo staff. Campers will be considerate when interacting with Camp Zoo property and the Zoo's facilities.

Every camper is welcomed at the Phoenix Zoo and is invited to have **fun!** However, this is unable to happen if safety or respect is compromised. Campers who are not following expectations will collaborate with their instructors on ways to ensure a fun, successful day. If unsafe or inappropriate behavior persists, campers may be asked to sit out of activities. Caregivers will be notified of instances regarding behavior either by phone or in person at check-out. Should a situation arise in which Camp Zoo is no longer able to guarantee the safety of a camper, staff, or animal, Camp Zoo reserves the right to call caregivers and ask that a camper be picked up early from their day of camp or be dismissed from their week early. Refunds will not be given to campers dismissed from camp.

We look forward to seeing your camper at Camp Zoo this Summer! Should you have questions about any of the above information, please contact the Camp Leadership Team. The best form of contact is email.

Email: outreach@phoenixzoo.org