

Camp Zoo Policies and Procedures

Thank you so much for registering for camp zoo. Before your Camper arrives, all families are asked to read and acknowledge our terms and conditions. Families will sign off on these terms when registering for camp.

Communication:

All our communication is currently via email. Please expect to receive updates from us through the email provided at registration. Any questions or updates may be directed to camps@phoenixzoo.org. Emails are typically responded to within a 48-hour time; however, anticipate some delay when camp is in session.

Any emails received from the Camps email on behalf of UltraCamp (our registration platform) can also be replied to and will be sent straight to camps@phoenixzoo.org

The Camp Zoo emergency line is 602.574.2253. You may use this number during your camper's week to communicate urgent/time-sensitive information (pickups, drop-offs, late arrivals, etc.). This emergency line is NOT monitored when camp is out of session. To ensure the quickest response to calls, the emergency line is handled by a staff member who is supervising the camp. To ensure our staff can be as present with campers as possible, we ask that all administrative questions are directed to camps@phoenixzoo.org. **Any calls asking for administrative assistance will be asked to send in an email with the request. Thank you for your cooperation.**

Communication is key to a successful week of camp. Please reach out to us should you encounter any issues. Additionally, many campers in a new setting can find communicating problems intimidating. We encourage families to have regular conversations with their child about letting instructors know of issues as soon as they occur.

Camp Times:

Camp starts at 8:00 am with the check-in beginning at 7:45. Monday check-in will begin 15 minutes early, at 7:30.

Camp ends and check-out begins at **2:45**. All campers must be picked up by 3:00. We do **NOT** offer aftercare.

Kindergarten Camps are half day, ending at 11:45. All Kindergarten campers must be picked up by 12:00.

Late Arrivals:

Each day we have a late check-in from 8:00-8:15. During this time, campers may be signed in, but will stay with camp staff and join camp when Late-Check in ends.

If campers are arriving later than 8:15, we ask that caregivers call 10 minutes in advance so we can arrange for staff to facilitate a late arrival.

Departure

Campers will only be released to individuals identified as a designated pick-up person for the camper. Anyone picking up a camper must show a photo ID to confirm they are designated for pickup. We will email additional details about the check-in/check-out process about one week before camp, as well as provide detailed instructions for check-out at check-in.

Camp Zoo makes child safety their top priority. To avoid elevated temperatures and interference with the public, Campers remain in classrooms with staff for pickup. Pick up personnel are expected to park and walk up to our classrooms to pick up their camper. Please reach out to us at camps@phoenixzoo.org if you would like to request assistance going up to our classrooms.

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

Early Departures

Early departures may be accommodated with advanced notice. We ask that you give us advanced notice at Check-In, and then call the emergency line 10 minutes prior to arriving so we can ensure your camper is ready in a timely manner.

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.

We cannot facilitate timely departures during lunchtime (12:00-12:30) and up to 30 minutes before dismissal (2:15-2:45). If you need to pick up your camper during these windows, you may need to budget extra time, or just pick them up prior to then. Thank you so much for your cooperation.

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.

If campers are in the same grade level as a friend/family member also attending camp, and you would like the campers in the same group, please make this request known through registration. We will do our best to accommodate requests, but we cannot guarantee them. **We will not be able to accommodate any group requests once Camp is in session.**

Campers must be registered for their current grade level. We will not honor requests to be in a grade above or below.

NOTE: In Summer Months, Campers should register for the grade they will be ENTERING in the fall. It is the family's responsibility to register their camper for the appropriate grade level group. Campers enrolled in the incorrect grade will only be able to move if there is availability in the desired grade. Please email camps@phoenixzoo.org if a switch needs to be made.

Every full-day group is set to a 20-camper capacity to ensure a 10:1 instructor-camper ratio. If a session is sold out, we cannot move your camper from one group into another, **no exceptions.**

Upon registering, you will receive a detailed receipt containing the Phoenix Zoo's Tax ID. Please Note: we **cannot** guarantee that Camp fees will qualify for dependent care credits, dependent care reimbursement plans, or ESA Vouchers.

Refunds:

You can cancel your session online through our registration portal up to 2 weeks before your camp begins. The cancellation will be sent to our team to process your refund. Please allow 1-2 business days for your refund to be processed.

Refunds can be obtained up to 14 days (2 weeks) before your camp begins. Please email camps@phoenixzoo.org if you need to cancel less than 2 weeks before camp. Cancellations made within 14 days (2 weeks) of the camp session will be subject to a \$100 cancellation fee (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 reschedule within 14 days (2 weeks) prior to the original session, a \$50 rescheduling fee (per camper) will be added to your bill.

There is no refund for no-shows or missed days. If your camper's week begins, and you decide to no longer attend camp, you will not be able to receive a refund.

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.

Animals:

Camp Zoo works year-round to organize meaningful animal encounters for our campers. We evaluate our experiences every year and work to continually improve on our programming. To best prioritize the safety of campers, staff, and animals at the zoo, Camp Zoo is unable to guarantee the presence of any animals both on and off exhibit. We cannot accept any animal requests for our camp programming.

Every camper is welcome at Camp Zoo! If your camper is unable to view or be in the presence of a specific animal due to their cultural practice, please let us know as soon as possible either via email or on your camper's health history form. We take these requests seriously and will take the necessary steps to accommodate.

At Camp Zoo, you can expect that campers will meet animals both big and small! Our staff is trained to support campers that may be afraid of a particular animal, and we teach the campers hand signals to indicate to a handler if they don't want an animal near them. We also allow campers a "chill out zone" to step away if they do not want to engage with a particular animal encounter. Camp Zoo staff will never force campers to view or touch animals that they are afraid of; however, we do ask that campers continue to be respectful if they are in the presence of an animal they do not like. To ensure the best experience possible, Camp Zoo is unable to remove animals from our programming due to fear or dislike.

Weather:

Camp Zoo is a rain or shine event. In case of unexpected weather, we will implement a modified schedule that provides greater time inside. Rainy day schedules will vary from program to program; however, campers will still go outside if the rain is light, and no thunder is present. Rain boots, and raincoats are welcome on those days. Campers may have an umbrella, but it is their responsibility to handle and care for the umbrella in a safe manner.

Sun safety is a high priority for Camp Zoo, especially in the summer. **All summer programs spend at least ½ the day inside (or longer), with all outside activities occurring in the early morning.** Like a rainy-day schedule, we modify activities in instances of elevated temperatures. Campers will not spend more than 45 minutes outside (cumulatively-including breaks and going from one building to another) during times of high heat. All outdoor activities are accompanied by water play to cool campers down, and a water break to provide all campers with ice and cold water. Campers are more than welcome to come with additional tools to keep them cool (cooling towel, spray bottle, etc.), but it is their responsibility to handle and care for the items in a safe manner.

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 (Full day camps only)
5. Spray bottle and washcloth (optional)

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, covering the full foot, comfortable for walking, and able to get dirty/wet. For sanitary purposes, **we ask that shoes do not have holes or gaps** (crocs, keens, etc.). “Heelys” 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.

If your camper is missing an item mentioned above, the item can be dropped off at the guest services lobby.

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, chips, or rice cakes. 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. All snacks are nut-free.

Campers are more than welcome to bring extra snacks with them. We ask that snacks are carried **outside** of their lunchbox for easy access, and that additional snacks are nut free. (Lunch items are okay to contain nuts).

Lunch

Full day campers will have lunch from 12:00-12:30. Lunchboxes are dropped off at check in and then stored in our lunchroom to keep cool. Campers will **not** have access to their lunch box prior to lunch time. Please make sure extra snacks are kept with them for easy access.

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. Camp Zoo is unable to provide lunches for campers. If your camper arrives without lunch, lunch must be brought to us by 11:00 am. Lunches can be dropped off at the guest services lobby. If a camper does not receive lunch, then they will not be permitted to participate in afternoon activities until they have received lunch.

Photography

Photos are taken every week of camp. These images may be used for marketing purposes at the Phoenix Zoo, except for one whole-group photo to be taken each week. All photos will be made available through a photo sharing website. All participants of that week will have access to the photos.

Camp Zoo takes family privacy and security seriously. **Families are welcome to opt-out of photos by requesting a media release form at check in.** Your camper will then be asked to wear a wristband so they are easy to identify for our photographers. Campers are responsible for the wrist band staying on the entire day; please have a conversation with your camper prior to camp so that they are prepared.

Camp Zoo places priority on camper, animal, and staff safety, and the quality of lived experiences over opportunities to document activities. We will do our absolute best to take as many photos as we can; however, we do not guarantee a set number of photos for any given week. Photos may be taken by a variety of staff and over different devices, so quality may vary. Due to elevated temperatures, we often experience devices overheating. Thank you so much for your patience, and we are continually working to find new ways to capture moments at camp.

First Aid:

Camper health and safety is our highest priority at Camp Zoo. We take matters of first aid very seriously. Should a camper need first aid, our Park Rangers are on call to support campers at a moment's notice. All matters of first aid will be documented and communicated to caregivers at checkout. Any urgent matters, or symptoms of illness will result in a phone call home via the emergency line to discuss whether leaving camp is necessary.

To allow our rangers to have the highest possible response times, instructors may provide support (snack, ice pack, etc.) to campers with minor discomforts unrelated to specific accommodations. If after a staff intervention a camper can rejoin the group quickly and is not showing nor communicating discomfort, then the camp day will continue without a call to rangers. We will do our best to communicate if this occurs; however, we cannot guarantee that every minor discomfort is communicated. Should your camper come home reporting an issue that was not discussed with your instructor at camp, you are more than welcome to connect with us the following morning, or by email at camps@phoenixzoo.org

Camp Accommodations

All children are welcome at Phoenix Zoo programs. Upon filling out the health history form, please provide us with the tools necessary to give your child the best possible experience at Camp Zoo by informing us of all special considerations - this may include information on allergies, accessibility concerns, behavioral, psychological, or emotional conditions or other special needs. Details of any Individualized Education Plans (IEP) or Behavior Plans used with your child at school can often be helpful.

It is the guardian's responsibility to communicate accommodations in a timely manner. We ask that all accommodations (with the exception of emergencies) are communicated either through registration or via email no later than two weeks (14 days) prior to your Camp's start date. Camp Zoo reserves the right to refuse any accommodation requests made less than two weeks (14 days) prior to Camp.

To best enable our staff to provide your child with a valuable experience, the information you provide will be shared with Camp Zoo staff & volunteers unless you request otherwise. Details will not be shared with other Camp Zoo

participants without your permission. While we will make every effort to accommodate all considerations, it is not possible for us to offer 1:1 attention. Campers must be able to attend Camp Zoo independently this year. We have a plan to develop the infrastructure and support needed to allow aides to attend with campers in future years. If you have concerns about this policy and how it may affect your camper, please reach out to us at camps@phoenixzoo.org

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 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 = 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 instructors at the Zoo. Campers cannot navigate Zoo grounds unattended. Campers will listen carefully to instructors, zookeepers, and staff regarding safety precautions that maintain the safety of themselves, fellow campers, staff, and animals. Staff is not permitted to be alone (one on one) with a camper.

Physical violence of any kind is not allowed. Campers who engage in physical violence will be removed from activities and camp supervisors will determine if the camper may resume their camp day. Any physical violence directed towards a staff member will immediately result in the camper being sent home from camp.

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 parents 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! Should you have questions about any of the above information, please contact the Camp Leadership Team. The best form of contact is email. Email: camps@phoenixzoo.org