

Camp Zoo Policies

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. Caregivers sign and agree to these terms when registering for camp.

Communication

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 2 business days; however, anticipate some delays 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. This number will also be used by staff to call guardians to ask time-sensitive questions or share information about your camper. Please monitor for calls from this number during your camp week. To ensure our staff can be as present with campers as possible, we ask that all administrative questions are directed to camps@phoenixzoo.org.

Camp Registration

Due to the increased demand for Camp Zoo, **campers may only register for one camp session per program.** Attempts to schedule your camper for more than one of the same program will result in one of the registrations being cancelled. In this case, you will be notified beforehand, and given the opportunity to select which session you'd like to attend. Please note that specific programs may offer more than one week of unique programming, in which case you can register for each unique offering once per season.

During the registration, there may be opportunities to purchase add-ons for your camp. **Please note that all additional purchases must be made before the Wednesday before your camp session.** Any purchases made after Tuesday at 11:59 p.m. before your scheduled program will not be reflected in our documentation, and may result in the purchase being cancelled and refunded.

If you would like to request that your camper be placed in the same group as a sibling or friend in the same grade level and session, you must submit a buddy request during 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.** Please email camps@phoenixzoo.org if a switch needs to be made. We will not exceed capacities for sold-out groups/sessions to accommodate requests to switch groups.

Camper Health Forms and Accommodations

Caregivers are required to fill out registration forms completely and accurately. 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. The Camp Leadership Team will review the forms and may reach out via email for additional information. The information you provide will be shared with Camp Zoo staff and volunteers unless you request otherwise. Details will not be shared with other Camp Zoo participants without your permission.

Please note that while our staff are trained to provide many types of accommodations independently, certain accommodations require prior communication and approval by the Camp Leadership Team.

Some examples of accommodations that would need to be approved include:

- Accommodations involving modifications to camp activities or procedures.
- Accommodations that require any form of 1:1 support from camp staff or an aide.
- Accommodation relating to difficulties understanding directions or communicating needs. Examples include but are not limited to language barriers, the use of communication devices or requests for interpreters.
- Requests to provide medications that cannot be self-administered (with the exception of epi-pens).
- Medication management requiring regular monitoring and communication from caregivers.
- Life-threatening allergies or conditions.
- Requests to place a camper with a different age group due to developmental delays.
- Support for camper behaviors that may result in harm to themselves or others.
- Severe phobias or sensory overwhelm that may be triggered by camp activities.

We recommend submitting accommodation requests to our email (camps@phoenixzoo.org) as soon as possible, as our team has limited capacity to plan for accommodations in the months leading up to camp. All requests must be made at least 30 days prior to the first day of the program to ensure we have adequate time to process your request and plan for your accommodation.

To better understand our procedures for accommodations requests, refer to the Caregiver Guide to Accommodation Requests document located at the bottom of the Camp Zoo webpage.

Refunds/Rescheduling

You can cancel or move your session online through our registration portal up to 1 week (7 days) 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.

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.

The Phoenix Zoo reserves the right to cancel any camp session. In such cases, you will be notified and we will reschedule you or provide a full refund.

Check In and Check Out

Check-in starts at 7:45 a.m. Monday check-in will begin 15 minutes early at 7:30 a.m. Camp activities begin every day at 8am. Each day we have a late check-in from 8 – 8:15 a.m. During this time, campers may be signed in but will stay with camp staff and join camp when late check-in ends.

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

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 with detailed instructions.

Procedures for late drop-offs and early pick-ups can be found in your Caregiver Guide to Camp. Please note that we reserve the right to refuse early pick-up requests after 2:30 p.m. and encourage you to plan your drop-offs and pick-ups around camper's lunch times (11:45 a.m. – 12:30 p.m.) to avoid longer wait times.

Camper Materials

Campers are required to bring the following materials to each day of camp:

- Camp t-shirt, worn each day (1 shirt included in registration)
- Shoes that cover the whole foot (no holes or “Heelys”!)
- Water bottle (1 water bottle included in registration)
- 2 peanut-free snacks that can be carried separately from their lunchbox.
- Packed lunch (full day campers only)

Horse Hands Camp Zoo Participants will also need:

- Sturdy shoes that cover the whole foot
- Pants

Optional items we recommend for summer camp: backpack, hat, spray bottle, sunscreen, water shoes, extra socks and a cooling towel or washcloth

If your camper is missing one of the required materials, you will be asked to purchase a replacement or drop off the item at the guest services lobby. Please note that your camper's ability to participate in specific activities may be impacted if they do not have the required materials.

If your camper arrives without lunch, a lunch must be provided before 11 a.m. Lunches can be dropped off at the Guest Services lobby. If a full-day camper does not have a lunch before 11 a.m., they will be sent home for the remainder of the day.

Campers are responsible for all of their belongings and will be expected to use their items independently and appropriately. Campers will be expected to apply sunscreen and bug repellent and change their shoes and clothing independently.

The Phoenix Zoo is not liable for any items that are lost, stolen or broken during camp.

Prohibited Items and Confiscation Policy

Drugs, alcohol or weapons of any kind are prohibited at the Phoenix Zoo. If your camper is found with any of these items, the items will be confiscated, and the camper will be dismissed from the remainder of the camp program.

The Phoenix Zoo also reserves the right to confiscate any item that is being used in a way that is harmful or disruptive to camp. We strongly recommend that cell phones, smart watches and any other devices that are likely to be a distraction during the camp day be left at home so campers can be fully present in activities.

Confiscated items will be 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 call the Camp Zoo Emergency Line: 602.574.2253.

Lost and Found

The Phoenix Zoo cannot assume responsibility for anything brought to camp. However, staff will do their best to help locate missing items. Label all items brought to camp with your camper's first and last name before their first day in camp, so they can be easily identified if they are lost. A Lost & Found box is kept in the Neely Center and can be accessed during check out from 2:45 – 3 p.m. To collect lost items after your session, you may go to the Guest Services lobby at the main entrance during the Zoo's open hours. Clothing and other unclaimed items are donated to charity if they are not collected within 1 month of your camp.

Photography

Photos are taken every week of camp and may be used for marketing purposes at the Phoenix Zoo. Photos will be shared with all participants in the session through a photo sharing website.

You are welcome to opt out of photos by requesting a media release form at check in. Your camper will be given a wristband to wear so our photographers can easily identify them. Campers are responsible for wearing their wristband the entire day; please have a conversation with your camper prior to camp so that they are prepared.

Caregiver Conduct

At Camp Zoo, we seek to develop partnerships with the caregivers of our campers. We strive to establish a safe environment and do our best to keep processes efficient. Our camp operates with the following expectations:

- Caregivers review and agree to follow the Camp Zoo policies and procedures included in this document and the Caregiver Information Packet received upon completing registration.
- Caregivers completely and accurately complete registration forms and communicate with the Camp Leadership Team about any accommodations requests in advance according to the directions in the Caregiver Guide to Accommodation Requests located on the Camp Zoo webpage.
- Camp supervisors, staff and caregivers will be respectful of one another and work collaboratively. Should disagreements occur, feedback will be presented respectfully, assuming the best intentions of all parties involved.
- While campers are in our care, caregivers will not interfere with camp programming by attempting to interact with campers in the Zoo, photograph campers, or communicate with campers using personal devices.
- Camp Zoo does not tolerate disrespect, hateful language, or aggression towards staff. Camp Zoo reserves the right to ask for an alternative drop off/pick up personnel if a caregiver engages in disrespectful behavior.

At Camp Zoo, we greatly value transparency with caregivers and forming a partnership to help campers grow. Because our time with your camper is limited, we rely on caregiver input and involvement in supporting camper's needs. Caregivers should expect to talk with staff during their week. If staff does seek to discuss specific behavior

with you, our intention is always to identify ways in which we can ensure the best possible experience for your camper.

Camper Expectations and Behavior Interventions

Our program operates with the expectation that campers can:

- Follow directions from adults other than their caregiver.
- Show respect to staff, fellow campers, animals and Zoo property.
- Quickly and independently transition between activities and locations with their group.
- Communicate personal needs such as needing to use the restroom or feeling discomfort.
- Express feelings verbally and seek out help from adults.
- Refrain from physical violence.

Camp Zoo utilizes empathy-driven and researched behavior management practices that establish boundaries and support based on child brain development. Often, behavior is a result of environmental factors that can be modified or addressed. When camper misconduct persists after instructor intervention, Camp Zoo will respond accordingly based on our Action Plan for Behavior Intervention (located in the Caregiver Guide to Camp).

Caregivers will be notified about any interventions used with their camper, either during the camp day via phone or at the end of the day. Depending on the severity of the action, 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.**