



Dear Parents and Guardians,

Spring 2020

Thank you for registering your child for Zoo Camp at the Fresno Chaffee Zoo! We will be having a wild time full of animal encounters, activities, crafts and games! Please review the following information prior to starting camp and feel free to contact us with any questions.

- **NOTE:** *Spring Camps are Single Day Camps (not week-long). You can register your child for as many days of camp as you would like them to attend, space permitting.*
- **Arrival and Pick-Up**
 - **All campers need to be signed in by an authorized adult at drop off and signed out by an authorized adult at pick-up.**
 - **All adults must show ID at pick up in order to sign out your camper.**
 - Please arrive 5 to 10 minutes prior to the start of camp.
 - **Cubby Camp 9:00-12:00 • Adventure Camp 9:00-4:00 • Shadow a Keeper 8:30-12:00**
 - Camp is held at the Education Department in the Karl and Doris Falk Education Center.
- **Extended Care:**
 - We offer extended hours both in the morning and evening.
 - Pre-registration is required and an additional fee applies.
 - If registered for extended care, children may be dropped off as early as 7:30 am and picked up no later than 5:30 pm.
 - *Cubby Campers may only register for early drop off.*
 - *Campers not picked up by 5:30 pm will be charged an additional fee of one dollar per minute per camper.*
- **Parking:**
 - The Education Center is located toward the back of the zoo.
 - You will be receiving a parking pass for the day your camper is registered for.
 - The city charges a parking fee per vehicle, so please make sure to keep your pass handy.
 - Parking in Roeding Park during school breaks can be very crowded. Please allow additional time for drop off and pick up.
 - Please note: Admission to Roeding Park is handled by the City of Fresno and is not affiliated with Fresno Chaffee Zoo. They reserve the right to charge you if you do not have your Zoo Camp day pass.
- **Attire:**
 - We are at the zoo and sometimes we get messy! Please keep this in mind when your child dresses for the day.
 - Clothing should be appropriate for the weather and remember that *we will be out in the zoo rain or shine!*
 - Shoes should fit well and be already broken in - we will be doing a lot of moving around and campers' feet need to be comfortable.
 - **Closed toe shoes are required.** *Campers with open toe shoes will not be allowed to participate in Behind the Scenes tours.*
 - For Cubby Camp Parents: Please make sure to bring an extra set of clothing for your camper each day.
 - Please label any and all things that your child brings with them to camp!
 - Please have your child sun screened before arriving at camp. If you chose to send them with sunscreen we will try to remind them to reapply, however we are unable to apply it to your child.
- **Valuables:**
 - **Cell phones, iPods, tablets, cameras, and other electronic devices are really fun, but are not allowed at Zoo Camp.**
 - Please leave all toys at home.
 - The Zoo is not responsible for lost or stolen items.
 - Campers will not need any money during their day, we will not be visiting the gift shop.
- **Snacks, Lunches & Water:**
 - **If your child is enrolled in a full day camp please send them with a lunch.**
 - **Please send a reusable water bottle along with your camper.**
 - We provide a healthy morning and afternoon snack.
 - Please let us know if your child has a food allergy so we may take this into account when planning snacks.
 - We cannot accommodate lunches that need refrigeration or heating so please pack accordingly.
 - Campers may not purchase lunch at the café.

- **Lost and Found:**
 - Please label everything your camper brings with them to Zoo Camp.
 - If you are missing an item, please call the Education Office at 559.498.5920.
 - All items left during camps will be donated two weeks after the end of camp.
 - Any art projects left at camp will be held for one additional week after that time they will be recycled.
- **Groups and Buddy Requests:**
 - Campers are split into groups based on age and size of enrollment.
 - Please let us know if you would like your camper to be placed in the same group as their friend.
 - **We will make every effort to honor your requests however we cannot guarantee placement.**
 - Our curriculum is age appropriate and therefore your camper may or may not be placed in the same group as their sibling and/or friend.
 - Please note that if you cancel a camp registration because your buddy request could not be accommodated you will not receive a camp credit or refund.
- **Registration:**
 - Camp programs fill up fast and are first come first serve.
 - Registration must be received at least one week prior to the start of the camp session requested.
 - Payment is due at time of registration.
 - Parking passes will be sent by email as soon as they become available to the zoo.
- **Cancellation and Exchange Policy:**
 - For cancellation requests received 30 days or more in advance of the program start date a full refund will be given. For cancellation requests received less than 30 days and more than 2 weeks prior to the program start date, a 50% refund will be given. For cancellation requests received less than 2 weeks prior to the program start date, refunds will only be given for medical or family emergencies, documentation may be required.
 - If you need to exchange your program date, requests must be received at least 2 weeks (14 days) prior to the program start date, and will be made based on program availability.
 - All requests for exchanges or cancellations must be received in writing by emailing adventures@fresnochaffeezoo.org.
- **Parent Involvement:**
 - For the safety and welfare of all campers, Fresno Chaffee Zoo Camps are camper-only experiences.
 - Our staff is trained to assist campers with separation concerns.
- **Special Needs:**
 - Special needs will be accommodated to the best of our abilities provided that we know in advance of your camper's session.
- **Appointments, Late Drop-Off, and Early Pick-Up**
 - Early departures and late arrivals cause staff to be pulled away from programming.
 - Please make every effort to respect the camp schedule.
 - If your camper does need to leave early or arrive late please provide us their schedule in writing so we can have appropriate staffing to take your child to their group and/or your child ready for your pick up.

Should you need to contact your camper at any time please call 559-498-5920 and we will get you in contact with them.

We'll see you soon for a fun filled fall and winter!

Fresno Chaffee Zoo Camp Contact:

Elizabeth Sayles

Education On-Site Program Manager

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