

CALGARY ZOO SUMMER CAMPS

FREQUENTLY ASKED QUESTIONS – SUMMER CAMPS

What new Covid-19 protocols are in effect?

As we plan our summer camps months in advance we will be revising our policies to adapt to public health measures as they are announced. Please read all communication you receive from the Calgary Zoo to ensure your camper is prepared for camp each week and you are up to date on our policies and procedures.

How do I register?

You can register online by visiting our website at calgaryzoo.com. The website has information about available spaces. Once the registration is completed, you will receive an email immediately which includes confirmation of your registration.

My child attended camps in 2019. Will the program be the same?

No, each year new programs are planned by our qualified staff to ensure that new themes, activities, crafts and games are incorporated. Our camp program plans are repeated each week, if you are planning on registering for more than one week of camp you may wish to consider choosing a different camp for each week depending on your child's interest.

Are there animal experiences?

Each camp will have one opportunity to have an animal experience with a zookeeper, which may or may not be behind the scenes. In addition to the animal experience, participants have opportunities to meet and/or touch smaller animals (i.e. snake, bird, etc). Please note that due to behind the scenes age restrictions, we are unable to offer animal experiences with a zookeeper for the Northern Leopard Frog camps (although they will still get up close visits with smaller animals).

Are boxed lunches an option?

Yes, boxed lunches including snacks are available, but they must be purchased at the time of registration. Lunches are available in 5 day packages only (i.e. not 2 or 3 days). Lunches include one main, one fruit or vegetable, one cheese string, two snacks and one drink. Unfortunately, we are unable to take special lunch requests or make food substitutions. Please note that all lunches are the same size regardless the age of the child, so if you think your child may require additional food, please send extra items with them each day. All food is peanut-free.

****Not available for Northern Leopard Frog camps****



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My child has to be away from camp because of an appointment or a vacation. Will that be an issue?

If you have an event planned please notify us by email and speak to the summer camp leaders on the first day of camp. Please note, however, that we are unable to provide partial refunds for any days missed.

Can we put our child in the same camp as their friend?

Yes. The website shows the number of spaces available in each camp. If space is available, you can register each child in the camp and you will receive immediate confirmation.

Can we put children of different age groups together?

We aim to place children together in the same age group in order to plan a program that is appropriate for their age and to facilitate positive social interactions. As such, we are not able to place a younger child in a camp designed for older children, however, we are able to place an older child in a camp designed for younger children if required. Please call us prior to registering. Please note, if campers are registered in the incorrect camp our refund policy will be followed and is outlined below.

Can I enter my child in more than one week of camp?

Yes. A child may attend as many camps as they want in their particular age range. However, our camp program plans are repeated each week which can become uninteresting for campers, if you are planning on registering for more than one week of camp you may wish to consider choosing a different camp for each week depending on your child's interest and age group.

What if my child has special needs or a disability?

Please indicate any special needs on your registration form. Children who are in regular school classrooms and have an aide will generally be able to attend if they are accompanied by the aide. The parent can call 403-232-9353 or 403-232-7732 for further information. Our staff undergo training on a variety of different learning and behaviour needs and are provided with access to disability education resources.

Is there before and after care and where is it located?

Before care runs from 7:30 a.m. to 8:30 a.m. before camp starts in the morning and after care runs from 4:00 p.m. to 5:00 p.m. at the end of the camp day. Both will be located in the Eco Lab classroom located in the Karsten Discovery Centre across from the Penguin Plunge. There will be a maximum of 25 spots available each week.



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What is your refund and transfer policy?

You are able to cancel the registration within 1 business day of its submission with no fees applied. Otherwise, the following will apply:

- *A cancellation made 3 weeks or more prior to the camp start date will be refunded less a \$25 administration fee.*
- *A cancellation made less than 3 weeks prior to the camp start date will be refunded less a \$75 administration fee.*
- *A cancellation made less than 7 days prior to camp start date will not be refunded.*
 - *Cancellation requests due to medical reasons must be accompanied by a doctor's note at the time of the request.*
 - *Transferring your registration from one week to another will result in a \$25 administration fee. Because we use a secure external registration system and do not keep credit card information at the zoo, we will require the original credit card number to refund and reapply the registration to an alternate week.*
 - *We are not able to pro-rate the cost of a weeklong camp should your child need to miss any day(s) or portions thereof.*

Is there camp on statutory holidays?

The week of August 3-6 will be shortened due to the holiday Monday (Heritage Day) and will begin on the Tuesday instead. As this week will be one day shorter, the price will be pro-rated for four days.

What are the drop-off and pick-up times?

Drop-off and pick-up times are as follows:

- All zoo camps (ages 5-14): 8:30 a.m. and 4:00 p.m.
- Northern Leopard Frog Mornings: 8:30 a.m. and 11:30 a.m.
- Northern Leopard Frog Afternoons: 1:00 p.m. and 4:00 p.m.

Parents who have not picked up their children by 4:15 p.m. (5:15 p.m. for after care) and have not phoned the camp leader or after care program will be charged a \$20.00 late fee for the first 10 minutes and \$5.00 for each additional 10 minutes which must be paid before the beginning of the next camp day.



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What will my child do in a day at Zoo Camp?

(Regular camps: Ages 4-14)

Camps are designed with program components that inspire participants to take action to sustain wildlife in wild places. Campers will engage in activities, games, crafts, interpretive programs and tours on grounds. Campers will see different parts of the Zoo throughout the week and will have opportunities to meet a zookeeper and one of our small ambassador animals up close in the classroom. Our goals are that campers will be safe, have fun, have a positive social experience, as well as learn how the Calgary Zoo works to be Canada's leader in wildlife conservation. Camp leaders will be able to show you a detailed itinerary at the beginning of the week of camp.

Should I pay for parking?

When dropping off in the morning and picking up in the afternoon, you will have a 30 minute grace period in the zoo's North Parking Lot. If you are staying longer than 30 minutes, the regular \$12 fee applies unless you have a Calgary Zoo membership that includes parking.

What camp should my 5 years old attend?

You can register your 5 year old who has completed kindergarten in either Northern Leopard Frog or Mountain Bongo or Sitatunga. Because Mountain Bongo and Sitatunga are full day camps, we recommend children that have not experienced full day programs be enrolled in Northern Leopard Frog. *If they have not completed kindergarten, they are only eligible for Northern Leopard Frog camp.*

What has changed with registration?

We have made a change to our camp group names and are now registering campers based on their age. Campers must be specified age for each session by the first day of camp.

Northern Leopard Frog Morning/Afternoon (Half Day)

Ages 4/5 preschool aged (not yet completed Kindergarten)

Mountain Bongo and Sitatunga

Ages 5/6 (completed Kindergarten)

Greater Sage Grouse and Whooping Crane

Age 7

Black Footed Ferret and Black-tailed Prairie Dog

Age 8

Vancouver Island Marmot and Hippo

Age 9-10



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CALGARY ZOO SUMMER CAMPS

Swift Fox

Age 11-12

Fisher

Age 13-14

Lemur Art Camp Weeks 1 to 4

Age 7-9

Lemur Art Camp Weeks 5 to 7

Age 10-12

IMPORTANT CONTACT INFORMATION

Calgary Zoo General Line

403-232-9300

Camp Inquiries

403-232-9353 or 403-232-7732

Emergency

403-966-5013

Before and After care

403-561-6875



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