

CALGARY ZOO DAY CAMPS

PROGRAM INFORMATION

IMPORTANT UPDATE

1. Effective September 20th, to enter the Calgary Zoo, visitors 12 years of age and older will be required to show proof of one of the following along with identification:
 - Government-issued proof of COVID-19 double vaccination (between September 20 – October 25, proof of a single dose will be accepted as long as the dose was given two (2) or more weeks prior to attendance);
 - Proof of a negative COVID-19 test, taken within the previous 72 hours prior to entrance (either PCR or Rapid Test); or
 - Documentation of a medical exemption.
2. Mask wear for all guests aged 2 years and up as well as staff is required inside all buildings unless eating or drinking – please send a back up mask to be used if necessary.
3. Physical distancing between campers will be done to the best of our ability.


WHAT TO BRING

Clothing: Each camp spends a lot of the day on zoo grounds rain, snow or shine, so please pack appropriate clothing i.e. raingear, winter wear, jacket, comfortable walking shoes/boots, etc. We also recommend washable clothing since some of the activities/crafts your child may be participating in can be messy. Please label all items so they can easily be returned if lost.

Food: Please pack a reusable water bottle, a lunch and two snacks for your child. Please do not include peanut food products since many children are allergic to them. Children are not allowed to purchase food, drinks, snacks, or gifts on grounds so please do not send money with your child. If you have purchased the boxed lunch, please send a reusable water bottle and additional snacks if you see fit.

SAFETY

Safety is our number one concern for participants of Zoo Camp. You can help us provide a safe experience for all children by:

- Ensuring your child has the necessary items for a day away from home (refillable water bottle, rain/winter gear, two snacks and a peanut-free lunch). 
- Advising camp staff of any medication your child is taking and any allergies.
- Advising camp staff if there are any behavioural, emotional or physical concerns that may affect your child's camp experience.
- Asking your child not to share lunches or snacks.
- We kindly request that all sensitive electronic devices, including mobile phones, iPods, iPads, cameras, and gaming consoles, be left at home to avoid loss or



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damage. Campers provided with cell phones for checking in at the end of the day will be asked to keep phones in their backpacks while in camp.

We strive to give each child a great experience at our camps and we will work with parents, guardians and aides to enhance the activities to meet each child's needs wherever possible. However, we reserve the right to remove a camper from activities, tours, etc. or from the camp entirely if there are repeated, unresolved concerns that put the child, other children or zoo staff in an unsafe situation.

LOST AND FOUND

Please label all your child's belongings with their first and last name. We will contact you if a labelled item is found or turned in. Any unlabeled items that are remaining in the lost and found for more than 2 weeks following the camp, will be donated to charity.

Please **do not** send valuable items (video cameras, digital cameras, cellphones, iPods, money, etc.) to camp with your child. The Calgary Zoo is not responsible for lost or stolen items.

PARKING

Parking is in the North parking lots (near the LRT station). There will be a **30 minute** grace period for Day Camp drop-off/pick-up. Please note that if you are staying longer than 30 minutes, the regular \$12 fee applies unless you have a Calgary Zoo membership that includes parking.

****We have changed our drop off and pick up locations for PD Day camps.****

DROP OFF

Check in for Camps will begin at **8:30 am**

Staff will meet the campers at the turnstiles of our North entrance to the Zoo, inside the main tunnel.

PICK UP

Staff will bring campers outside to the Alberta Plaza and wait in front of the day admission ticket windows on the west side of the plaza, next to the tunnel entrance.

Pick up time is at **4:00 PM.**

Please call us should you experience circumstances out of your control that may cause you to be late. Contact information for each camp can be found on page 5. We do not have staff available to accommodate late pick-ups.

Parents who have not picked up their children by 4:15 PM and have not phoned in to the Outreach Education Supervisor will be charged a **\$10.00 late fee** for the first 10 minutes and **\$5.00** for each additional 10 minutes.

****At this time we will not be offering early drop off or late pick up for PD Day programs.****



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ABSENCE/LATENESS

If your child will be missing any part of the camp (coming late or leaving early), please call and speak to or leave a message with the 403-232-7732 - indicating your child's name, the camp they are registered in and the details of their absence. Please give us as much warning as possible so that we can be prepared.

MEDICAL CONCERNS

Please indicate any medical, mobility, or allergy concerns on your registration form. Staff are not able to administer any medication but campers are able to self-medicate if required and carry their medication with them. Staff are trained in first aid and will respond appropriately in an emergency situation.

SPECIAL NEEDS

If your child has special needs that you would like to elaborate on in more detail, please contact 403-232-7732 prior to camp.

BEHAVIORAL MANAGEMENT

Behaviour is managed appropriately to provide a fun and safe day for all campers and bullying is not tolerated. If behaviour is disruptive and continuous, parents/guardians will be advised and a child may be asked to leave a camp.

STAFF

Our high quality staff are selected on their previous experience working with children and their experience in programming for children. All are university graduates with degrees in education or the sciences. All staff members receive training which helps them to excel in their positions. All staff are also required to undergo police security checks and possess standard first aid certification.

REFUNDS AND TRANSFERS

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 **7 days or more** prior to the camp start date will be refunded less a \$25 administration fee.
- Cancellations made **less than 7 days** prior to the 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 PD day to another will result in a \$25 administration fee. Because we use a secure external registration system and do not



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keep credit card information at the zoo, we will require the original credit card number to refund and reapply the registration to an alternate camp date.

- We are not able to pro-rate the cost of a weeklong camps should your child need to miss any day(s) or portions thereof.

IMPORTANT CONTACT INFORMATION

Calgary Zoo General Line: 403-232-9300

Outreach Education Supervisor: 403-232-9316

Camp Contact/Emergency:

Sage Grouse (ages 6-9): 403-561-8398

Marmot (ages 10-12): 403-604-5633



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