

# WILDER INSTITUTE/CALGARY ZOO DAY CAMPS – FAQ’S

## FREQUENTLY ASKED QUESTIONS

### Q: How do I register?

**A:** Register on-line by visiting our website at [www.calgaryzoo.com](http://www.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. If you have any questions regarding registration, please phone 403-232-7732.

### Q: Are there behind the scenes experiences?

**A:** Each camp will have at least one opportunity to have a zookeeper animal experience, which may or may not be behind the scenes.

### Q: Are boxed lunches an option?

**A: PD Day Camps:** No. We are not offering the lunch option for fall PD Days due to low rate of purchase.

**A: Winter Camps:** Yes: Lunch will be available for purchase for \$14.75 daily . (Menu: Kids Dino Nuggets Meal including juice box, cookie, fruit, granola bar and yogurt)

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

**A:** Yes. The website will show 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. We may need to redistribute campers depending on registration; however we will work to ensure all friends are kept together.

### Q: Can we put children of different age groups together?

**A:** We place children together that are in the same age group in order to plan a program that is appropriate for their age and to facilitate positive social interactions.

### Q: Are there refunds or transfers?

**A:** 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.



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- 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 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.

### Q: What if my child has special needs or a disability?

**A:** 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 403-232-7732 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.

### Q: What are the drop-off and pick-up times?

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

All zoo camps (Ages 6-12): 8:30 a.m. and 4:00 p.m.

Parents who have not picked up their children by 4:15 p.m. and have not phoned in to the youth program coordinator, will be charged a \$10.00 late fee for the first 10 minutes and \$5.00 for each additional 10 minutes.

### Q: Is there before/after care?

**A:** At this time we will not be offering before or aftercare.

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

**A:** (Ages 6-12) All Day 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. They will see various parts of the zoo throughout the day and will have the opportunity to meet a zookeeper and engage in an animal experience. 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 an itinerary at the beginning of Camp.

### Q: Do I have to pay for parking at drop off and pick up?

**A:** When dropping off in the morning and picking up in the afternoon, you will have a 30 minute grace period in the North zoo 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.



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## IMPORTANT CONTACT INFORMATION

**Calgary Zoo General Line:** 403-232-9300

**Camp Coordinator:** 403-232-9316

**Camp Contact/Emergency:**

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

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

