



## Spring Camp Frequently Asked Questions

- **How do I register?** You can 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 the Youth Program Coordinator at 403-232-9316.
- **Are there behind the scenes experiences?** Each camp will have two opportunities to have a zookeeper animal experience, which may or may not be behind the scenes. In addition to the zookeeper animal experience, children have opportunities to meet and/or touch smaller animals (i.e. snake, bird, cockroaches) each day. Please note that due to behind the scenes age restrictions, we are unable to offer zookeeper animal experiences for the Zoo Tots camps (although they will still get up close daily visits with the smaller animals).
- **Are boxed lunches an option?** No. Unfortunately because of the lower number of children in spring camp we are unable to accommodate boxed lunches.
- **Can we put our child in the same camp as their friend?** 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. If you are mailing in registrations, please include all the registrations in one envelope. A separate registration form is required for each child. This is the only way we can place all the children in the sessions you request. If there is not enough space in the camp, you will be contacted before we proceed with the registration.
- **Can we put children of different age groups together?** 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. 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.
- **Are there refunds or exchanges?** 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.

Cancellation requests due to medical reasons must be accompanied by a doctor's note at the time of the request.

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.



- **What is the difference between Discover the Zoo and Zoo Rangers?** In response to the high demand for spots in the grade 1-3 camp, we offer a second grade 1-3 camp identified by different names. Both camps are fundamentally the same, but will vary with respect to specific features like crafts and games as they will have different leaders for each.
- **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 403-232-9316 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 aftercare and where is it located?** Aftercare runs from the end of each camp day at 4:00 p.m. to 5:00 p.m. in the Eco Lab classroom located in the Karsten Discovery Centre across from the Penguin Plunge. There will be 25 spots available

Parents who have not picked up their children by 5:15 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 which must be paid before the beginning of the next camp day.

- **What are the drop-off and pick-up times?** Drop-off and pick-up times are as follows:  
All zoo camps (Grades 1-6): 8:30 a.m. and 4:00 p.m.  
Zoo Tots A (morning): 8:30 a.m. and 11:30 p.m.  
Zoo Tots B (afternoon): 1:00 p.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 which must be paid before the beginning of the next camp day.

- **My child attended camps last year. 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.
- **What will my child do in a day at Zoo Camp?** (Preschool – grade 6) Camps are based around engaging natural history themes, and will include activities, games, crafts, interpretive programs and tours on grounds. Campers will see different parts of the Zoo through the week. Campers 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, be active, and develop a positive connection with nature. Our leaders write brand new camp programs each season which means we do not have full itineraries until camp begins. The camp leaders will be able to show you an itinerary at the beginning of the week of camp.



- **How will parking work now with the updated lot?** 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 \$8 fee applies unless you have a Calgary Zoo membership that includes parking.