



Summer Camp 2016 Frequently Asked Questions

- **How do I register?** You can register on-line by visiting our website at 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.
- **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.
- **Are there behind the scenes experiences?** Each camp will have two opportunities to have an animal experience with a zookeeper, which may or may not be behind the scenes. In addition to the animal experience, children have opportunities to meet and/or touch smaller animals (i.e. snake, bird, cockroaches). Please note that due to behind the scenes age restrictions, we are unable to offer animal experiences with a zoo keeper for the Zoo Tots camps (although they will still get up close visits with smaller animals).
- **Are boxed lunches an option?** Yes, boxed lunches and 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 (see table below). 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 feel free to send extra items with them each day. All food is *peanut-free*. The fee for a 5 day supply of lunch and snacks is \$55.00. **Not available for Zoo Tots**

Day	Main	Sides	Snacks	Drink
Monday	Protein Bistro Box *	Apple Slices with Grapes Cheese String	Pretzels Mandarin Orange Cup	Juice Box
Tuesday	Ham and Cheese Wrap	Veggies and Dip Cheese String	Trail Mix Cookies	Juice Box
Wednesday	Chicken Finger Wrap	Apple Slices with Grapes Cheese String	Nutrigrain Bar Fruit Bites	Juice Box
Thursday	Turkey Sandwich	Fruit Cup Cheese String	Pretzels Mandarin Orange Cup	Juice Box
Friday	Protein Bistro Box *	Veggies and Dip Cheese String	Trail Mix Cookies	Juice Box

* The Protein Bistro Box consists of garlic sausage, marble cheese, crackers, veggies and dip

- **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 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 aim to 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. 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.
- **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. For example, a child finishing grade 1 may attend Zoo Voyagers, Zoo Rangers, and Art Camp as they all have different activities and schedules for their respective weeks.
- **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.

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.

- **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 camp on statutory holidays?** The week of August 2 – 5 will be shortened due to the holiday Monday, August 1 (Heritage Day) and will begin on the Tuesday, August 2. As



this week will be one day shorter, the price will be pro-rated for four days as opposed to five.

- **Is there before and aftercare 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 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 25 spots available.
- **What are the drop-off and pick-up times?** Drop-off and pick-up times are as follows:
All zoo camps (Grades 1-9): 8:30 a.m. and 4:00 p.m.
Zoo Tots A (morning): 8:30 a.m. and 11:30 a.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. (5:15 p.m. for aftercare) 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 will my child do in a day at Zoo Camp?** (Regular camps preschool – grade 9)
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 throughout 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 \$10 fee applies unless you have a Calgary Zoo membership that includes parking.
- **What is the difference between Zoo Voyagers and Zoo Rangers?** In response to the high demand for spots in the grade 1-2 camp, we offer a second grade 1-2 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 camps are my 6 year old eligible for?** Children that are 6 years old and going into grade one in the fall are eligible for Zoo Voyagers, Zoo Rangers and Art Camp (grades 1-3).