



## Zoo Camp Frequently Asked Questions

If you have any further questions or special circumstances please let us know via email at [camp@elmwoodparkzoo.org](mailto:camp@elmwoodparkzoo.org) or call 610-277-3825 ex 234

### **Before You Register:**

#### **What is your refund/cancellation policy?**

12 Days of Deals/Holiday Sale: all sales final, no refund

Early registration (before April 1st): 50% refund

After April 1st: no refund

#### **Can siblings/friends/family be placed together?**

We group our campers by age: 3-5, 6-8, 9-12 and 13-15. We cannot move campers into a different grouping unless there are special circumstances.

#### **Can my camper come while learning to be potty trained?**

No. Your child(ren) *must* be fully potty-trained for camp. Being fully potty trained includes the child(ren) being able to clean up after themselves. We will be able to provide some bathroom assistance such as helping to wash hands.

#### **What is a usual schedule like at camp?**

Camps for all age groups include themed activities, zoo walks, creative projects, crafts, and ambassador animal meet and greets!

#### **Will the campers have contact with animals during camp?**

Campers will have the opportunity to meet a variety of our ambassador animals during Zoo Camp. Touching is rare, but may be permitted in certain circumstances under educator discretion and depending on the type of animal. No exhibit animals, with the exception of our barn animals, can be touched. We often utilize biofacts such as feathers, pelts, and bones to enhance the campers' learning experience.

### **Must Know Info:**

#### **What paperwork do I need to fill out?**

Below are the two forms you must fill out in order for your camper to participate in camp. [These Camp Forms](#) must be completed and returned no later than the Friday

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before your camp week. These provide us with much needed information to make camp as fun and safe for your camper as possible.

### Where is Drop Off and Pick Up?

All regular drop-offs and pick-ups will take place at the South Gate of the Zoo. **This is *not* the front entrance of the zoo.** We will start a car line surrounding The Norristown Bocce Courts at 1501 Harding Blvd, Norristown, PA 19401 which is right next to the Zoo's South Gate. Please note that ***no vehicle is permitted to park in the Bocce parking spots.*** Any ticketing or towing that could result in your parked vehicle at the Bocce Courts is not the responsibility of the Zoo. Only a car line is permitted which will begin by entering at the second right turn on Harding Blvd then file around to our south gate.

### Regular drop-off car line begins at 8:30 AM at South Gate

- **South Gate will be closed at 9:00 AM. Any campers who arrive after 9:00 AM will have to contact the camp program coordinator either via phone 610-277-3825 ex 234 or email at [camp@elmwoodparkzoo.org](mailto:camp@elmwoodparkzoo.org)**

### Regular pick-up car line begins at 3:30 PM at South Gate

### Who's allowed to Pick Up my camper?

**We will now be mandating IDs for camp pick up.** This is for the safety of our campers. Only the full names listed on your camper's Emergency form will be allowed to pick up your camper from camp. They ***MUST*** bring an ID with their full name to present to camp counselor staff in order to release the camper to them.

### Do you have Before or After care?

We do! Both before and after care must be pre registered before the day they are needed. For early care, your child can be dropped off at the south gate just like normal drop off. For after care, you will need to park in one of the parking lots near the front entrance of the Zoo and meet our camp counselor staff at the main entrance.

### Early drop off begins at 8:00 AM at South Gate

### Late pick up runs from 4:00 PM - 5:00 PM at the front entrance of the Zoo

### What if my camper is coming late or leaving early?

If you are running late (arriving past 9:00 AM) please email and/or call the camp program coordinator. We will have camp counselor staff meet you at the front entrance of the zoo instead of at the south gate.

If you are planning on picking up your child(ren) early from camp, please make sure to let them know so they are aware they are leaving camp early. Please also make

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sure to relay that information to the camp program coordinator.. We will meet you at the front entrance of the Zoo for early pick up.

### **Camper DOS and DON'TS:**

#### **What can my camper bring to camp?**

A labeled reusable water bottle, a change of clothes, a towel, sun screen, a backpack to carry their things, a camera/phone, a positive attitude and love of animals. Elmwood Park Zoo is not liable for any lost or stolen items.

#### **What is not allowed at camp?**

Money, any electronics beside a camera/phone, any sentimental toy, knives/any type of weaponry (this is unacceptable and will result in expulsion from camp). Elmwood Park Zoo is not liable for any lost or stolen items.

#### **What is your electronics policy?**

Campers should be present and enjoy time spent at camp without the distraction of electronics. We currently allow campers to bring a camera/phone to take photos while at camp. We do not allow any Tablets, Ipad, Kindles, Switches or any other gaming device at camp as we do not want these to be broken, lost, or act as a distraction during programs. Elmwood Park Zoo staff have the authority to limit or eliminate camera and/or phone usage during camp.

#### **Should I pack my camper snack?**

We will be providing one snack to every camper. Their options are fruit snacks or goldfish crackers. If your camper is unable to eat or is unhappy with these choices, please pack them a different snack separate from their lunch.

#### **Should I pack my camper lunch?**

Yes. We do not provide lunch to campers and there is no chance for them to purchase lunch here. Their lunches will not be refrigerated but will be kept in an air-conditioned space, so please pack accordingly.

#### **What should my camper wear?**

Please dress appropriately for the weather as camp runs rain or shine. Pack your child(ren) with a raincoat, rain boots, and extra layers just in case. Campers must wear sturdy, close-toed shoes. Flip-flops and open-toed sandals are not permitted.