



Dear Parents and Guardians,

Thank you for registering your child for Zoo Camp at the Fresno Chaffee Zoo! We will be having a wild time full of animal encounters, activities, crafts and games! Please review the following information prior to starting camp and feel free to contact us with any questions.

- **Arrival and Pick-Up**
 - Please arrive 5 to 10 minutes prior to the start of camp
 - **Cubby Camp 9:00-12:00** • **Adventure Camp 9:00-4:00** • **Young Naturalists Camps 9:00-4:00**
 - Camp is held at the Education Department in the Karl and Doris Falk Education Center.
 - All campers need to be signed in by an authorized adult at drop off and signed out by an authorized adult at pick-up.
 - **Please arrive in time to sign your child in and have them ready to start camp at 9:00am!**
- **Extended Care:**
 - We offer extended hours both in the morning and evening. Pre-registration is required and an additional fee applies.
 - Children may be dropped off as early as 7:30 am and picked up no later than 5:30 pm.
 - Cubby Campers may only register for early drop off.
 - Campers not picked up by 5:30 pm will be charged an additional fee of one dollar per minute per camper.
- **Parking:**
 - The Education Center is located toward the back of the zoo, close to the new African Adventure.
 - You will be receiving a parking pass for the day/week(s) your camper is registered for.
 - The park charges a parking fee per vehicle, so please make sure to keep your pass handy.
 - Please contact Zoo Adventures if you will need additional passes.
 - Please note: Admission to Roeding Park is handled by the City of Fresno and is not affiliated with Fresno Chaffee Zoo. They reserve the right to charge you if you do not have your Zoo Camp issued day pass.
- **Attire:**
 - We are at the zoo and sometimes we get messy! Please keep this in mind when your child dresses for the day.
 - Clothing should be appropriate for the weather and remember that we will be out in the zoo rain or shine.
 - **Closed toe shoes are required.** Shoes should fit well and be already broken in- we will be doing a lot of moving around and campers' feet need to be comfortable. Flip-flops and shoes with wheels are not allowed at Zoo Camp.
 - For Cubby Camp Parents: Please make sure to bring an extra set of clothing for your camper each day.
- **Personal Belongings:**
 - Cell phones, iPods, tablets, and other electronic devices are not allowed at Zoo Camp.
 - Please leave all toys, cameras, and other valuables at home.
 - **Fidget spinners are not allowed at zoo camp.**
 - The Zoo is not responsible for lost or stolen items.
- **Sunscreen:**
 - Please have your child sun screened before arriving at camp. If you chose to send them with sunscreen we will try to remind them to reapply, however we are unable to apply it to your child.
- **Snacks, Lunches & Water:**
 - **If your child is enrolled in a full day camp please send them with a lunch.**
 - **Please send a reusable water bottle along with your camper.**
 - We provide a healthy morning and afternoon snack for our campers.
 - Please let us know if your child has a food allergy so we may take this into account when planning snacks.
 - We cannot accommodate lunches that need refrigeration or heating so please pack accordingly.
 - Campers may not purchase lunch at the café.

- **Lost and Found:**
 - Please label everything your camper brings with them to Zoo Camp.
 - If you are missing an item, please call the Education Office at 559.498.5920.
 - All items left during camps will be donated two weeks after the end of camp.
 - Any art projects left at camp will be held for one additional week after that time they will be recycled.
- **Groups and Buddy Requests:**
 - Campers are split into groups based on age and size of enrollment.
 - Please let us know if you would like your camper to be placed in the same group as their friend.
 - We will make every effort to honor your requests however we cannot guarantee placement.
 - Our curriculum is age appropriate and therefore your camper may or may not be placed in the same group as their sibling and/or friend.
 - Please note that if you cancel a camp registration because your buddy request could not be accommodated you will not receive a camp credit or refund.
- **Cancellation and Exchange Policy:**
 - For cancellation requests received 30 days or more in advance of the program start date a full refund will be given. For cancellation requests received less than 30 days and more than 2 weeks prior to the program start date, a 50% refund will be given. For cancellation requests received less than 2 weeks prior to the program start date, refunds will only be given for medical or family emergencies, documentation may be required.
 - If you need to exchange your program date, requests must be received at least 2 weeks (14 days) prior to the program start date, and will be made based on program availability.
 - All requests for exchanges or cancellations must be received in writing by emailing adventures@fresnochaffeezoo.org.
- **Registration:**
 - Camp programs fill up fast and are first come first serve.
 - Registration must be received at least one week prior to the start of the camp session requested.
 - Payment is due at time of registration.
 - Parking passes will be sent out as soon as they become available to the zoo.
- **Parent Involvement:**
 - For the safety and welfare of all campers, Fresno Chaffee Zoo Camps are camper-only experiences.
 - Our staff is trained to assist campers with separation concerns.
- **Special Needs:**
 - Special needs will be accommodated to the best of our abilities provided that we know in advance of your camper's session.
- **Appointments, Late Drop-Off, and Early Pick-Up**
 - Early departures and late arrivals cause staff to be pulled away from programming.
 - Please make every effort to respect the camp schedule.
 - If your camper does need to leave early or arrive late please provide us their schedule in writing so we can have appropriate staffing to take your child to their group and/or your child ready for your pick up.

Should you need to contact your camper at any time please call 559-498-5920 and we will get you in contact with them.

We'll see you soon for a Sensational Summer Camp!

Fresno Chaffee Zoo Camp Contact:

Elizabeth Sayles

Education Program Manager

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