

## **Hours, Cost, and Forms**

### **What are the hours of camp?**

Half-day camps are available for all ages from 9:30 a.m.-12 p.m. or 1:30-4 p.m. Full-day camps are from 9 a.m. - 4 p.m. Check-in begins 10 minutes before camp. Children not picked-up by 12:15 pm (for a.m. Half-day camp) or 4:15 pm (for p.m. Half-day and Full-day camps), will be brought to the after-care room, and parent's will be charged a \$50 after-care fee.

### **Do you have before and after camp care?**

Yes. Before-Care begins at 8:00 a.m., and you may drop your child off at any time between 8:00 and 8:50 a.m. The cost is \$40 for the week. After-Care is available for children attending the full day camps only. After-Care begins at 4:15 pm and ends at 5:30 p.m. for \$50 for the week. Before and After-Care are supervised by camp staff and include games, coloring, activities and a movie.

### **How much does it cost to come to Zoo camp?**

Full day camp programs are \$220 for Zoo Members, \$235 for non-members.  
Half day camp programs are \$105 for Zoo Members, \$120 for non-members.

### **Is there a discounted rate for Zoo members?**

A discount is available to members of the Cincinnati Zoo. Rates are listed in the question above and under the camp descriptions.

### **Do I need to bring any paperwork with me to Zoo Camp?**

As a parent, please bring your confirmation sheet containing the gate code and barcode on the side. This sheet also provides directions for gaining access to the Erkenbrecher gate and the Harold C. Schott Education Center. Also bring a completed Dismissal form to give to your child's instructor. When you pick up your child, please have a **photo ID**, such as a driver's license or state identification card. Don't forget a bag lunch if they are enrolled in a full-day camp, and the appropriate clothing for the weather. Each child will need to bring a reusable water bottle each day.

### **What if I forget a form?**

No problem, we have extras for you to fill out, and we can confirm your registration at the check site.

## **Registration**

### **How do I register my child for Summer Camp?**

There are three ways for you to register for summer camp: online, by phone, or by mail. If you have access to the internet, registering online is the easiest method for registering your child for the session and section you desire. The second best option for registering is to call a member of our registration team. The Cincinnati Zoo accepts Visa, Master Card, Discover and American Express.

Online registration – From the main education page, click on the large picture icon “Summer Camp”. From this window, there is an interactive calendar for you to choose your week, age group and topic. Click on the topic you wish to register for, and a new window will open on the registration page. Please have your Zoo membership number (if a member), credit card, and child’s information handy to make registration easier and quicker.

Phone registration - You may contact Education Registrars for any changes. Call us at 513-559-7767 option 4. Please have your Zoo membership number (if a member), payment information, and child’s information handy to make registration easier and quicker.

Mail registration – You may also register you child using the registration form found in the Wildlife Explorer Magazine. Payment can be made by credit card or check payable to the Cincinnati Zoo. Please have multiple dates listed, as classes are registered on a first-come, first-served basis. Send your registration form to:

Cincinnati Zoo Education Department  
Program Registrar  
3400 Vine Street  
Cincinnati, Ohio 45220-1399

### **Will I receive anything in the mail?**

In an effort to be greener, The Cincinnati Zoo & Botanical Garden no longer mails out program materials unless requested or an email address was not provided in your registration. After completing the online registration process, you will receive an emailed receipt with a link to your confirmation packet and class ticket.

### **May I enroll my child in a camp for an older age group?**

No, age requirements are not negotiable and are strictly enforced. Campers must fall within the specified grade band the first day of the camp session they are attending.

### **What if I have to cancel my child's registration?**

Cancellations are accepted up to two weeks in advance of the camp. For multi-session packages, cancellations are accepted up to two weeks in advance of the first registered day of camp. After this time, no refunds will be made, without exception. Accepted cancellations will receive a complete refund or credit.

### **How many weeks can I register my child?**

While there is no limit to the number of camps for which you may sign up your child, to avoid excessive repetition, we recommend that your child attend no more than 2 full day and two half-day sections of summer camp within a given age group and topic. All of our summer camps within the same topic and age group repeat week-to-week and follow a set agenda of hike locations, animal ambassadors, crafts, and other activities.

### **Can I sign up a 4-5 year old child with a 6-7 or 8-11 year old sibling?**

No, because our camps are created to meet the needs of campers of certain ages, all campers must enroll in the camp for which they are the appropriate age.

### **My child is too young for the camp, but will be the appropriate age just a short time after the camp starts. Can s/he come to camp anyway?**

In order to provide age-appropriate activities and instruction to all campers, we apologize that campers not falling within the appropriate age for the camp at the time the camp starts may not register for summer camp.

**What if I want my child to only come for two or three days instead of all five?**

If you don't want your child to attend all five days of a session that is your choice but you will have to pay the full session fee. We do not prorate or offer daily rates.

**We've registered, but now need to change dates?**

Once you've registered, you may contact Education Registrars for any changes. Call us at 513. 559.7767 option 4. To better serve you, please provide us with: order number, name of parent/guardian, name(s) of camper(s), camp attending, week attending camp, phone number or email address and your change(s) and question(s).

**We've registered, but now I would like to order an extra shirt, Before-Care and/or After-Care?**

See answers in the previous questions.

**How much do extra shirts cost?**

Each child will receive one camp t-shirt for each camp for which they register. Extra t-shirts may be pre-ordered at a cost of \$15 per shirt. Please see the following FAQ for available sizes. Those interested in purchasing shirts that were not pre-ordered may be able to do so based on availability. Please ask a camp coordinator for assistance.

**How big are the t-shirts?**

The t-shirts are sized as follows:

- Youth S (6/8)
- Youth M (10/12)
- Youth L (14/16)
- Adult S
- Adult M
- Adult L

If you are unsure of what size to order, please order larger. There are no extras or exchanges available.

**Can my child and their friend be in the same camp?**

Yes, when you register your child for the camp session, simply have their friend's parent register them for the same session. If a section fills before a friend can add to it, please call camp registrars at 513-559-7767 option 4. On rare occasions, we are able to accommodate these changes, however, we cannot move other registered campers to place friends together. Please note: All adjustments to sections must be made prior to the Wednesday of the week before your child is scheduled to attend camp.

**What should I do if I registered my child with a friend and they are not in the same camp as we asked?**

If you discover your child is not in the same camp before you arrive to camp, please call our Education Registrar at 513-559-7767 option 4. If an opening exists, they will be happy to adjust your schedule. Due to camp scheduling and enrollment, we can not guarantee this will be possible. If you have arrived at camp and have discovered your child is not in the same group as asked, please speak to a camp supervisor. If we can do a little re-arranging, we will be happy to place your kids together. Please note that we will only place campers together that are the appropriate age for the camps, we will not place younger/older siblings or friends in a camp for which they are not the appropriate age.

## **Health and Safety, Medication, and Allergies**

### **My child needs to take medication. How should I arrange for this?**

The Cincinnati Zoo is **NOT** responsible for administering medication to children. Please consult a pediatrician so medication can be administered outside of camp. To ensure a positive experience for all campers, it is **IMPERATIVE** that you notify us of special needs or medical conditions your child may have. In most cases, we are able to accommodate these needs and will do so to the best of our ability.

### **My child is allergic to bee stings. Can I provide you with an epinephrine injector?**

Yes, you can. Your child or our staff will carry it with the group throughout the day. Please make sure to speak to your child's instructor on the first day of camp to discuss your child's allergy and go over the specifics of their injector.

### **How do I get in contact with a Camp Supervisor or my child during the camp if there is an emergency?**

Contact the Registration Desk at 513-475-6137 and they will be able to get in touch with the camp coordinators.

### **What happens if my child gets sick during camp?**

Depending on the severity of your child's condition, we may call you to come and pick up your child. If necessary, our Park Safety officers will assess your child's condition and seek treatment if deemed necessary. We want camp to be a safe, fun, and enjoyable experience for all campers. Children who vomit during or before the camp are not allowed to continue to participate and are required to be picked up by a parent or someone on their contact list immediately.

**My child has special needs. Can I attend with my child or can I send along a sibling?** Summer Camp is an experience for all children to enjoy. We want to make sure every child in camp has the best experience possible, and are very happy to help create a great experience for your child. Please contact our Education Registrar 513-559-7767 option 4, or Registrars@cincinnati-zoo.org with any concerns. The Education Department will do our best to work with you to make any necessary accommodations.

**My child is in a cast, and/or has difficulty walking. Can s/he still come to camp?** Absolutely! If you and your child decide that s/he wants to come to the camp, please do! We do play a few games that require moving around, but your child will still be able to participate in them. If this condition began after you registered for camp and you wish to try to reschedule your child's camp, please contact our Education Registrar at 513-559-7767 option 4 and if a space is available, we will place your camper in a different date or camp. Due to camp scheduling and enrollment, we can not guarantee this will be possible.

## **Lunch, Snacks and Breaks**

### **Do you provide snacks?**

Yes, we provide all campers in both full and half-day camp with a snack. Snack items are all peanut-free and may include pretzels, animal crackers, bananas, raisins, baby carrots, or ice pops. We do ask that each child brings a reusable water bottle to use throughout the week. If your child has food allergies, please include this information on the registration form. Please note that the Cincinnati Zoo & Botanical Garden is not a peanut free facility, however, we do avoid serving products that contain peanuts to our summer campers.

### **What about lunch?**

Summer camp is a “high energy” activity, so all campers should eat a hearty breakfast BEFORE arrival. ALL Full-day campers must bring a peanut-free lunch. Campers may NOT purchase food from the Zoo’s concession stands or restaurant nor can any camp staff leave to purchase food for campers. Please note that neither refrigeration nor a microwave will be available for use.

### **My child is in Full-Day Camp. What do I do with his/her lunch?**

You will drop your child’s lunch off in the morning and it will be kept within the classroom. You will pick up your child’s lunch bag at the time of pickup.

### **My child is allergic to peanuts/wheat/dairy/etc. What should I do about snacks?**

We offer **NO** snacks that contain peanut or most other nut products, and we always have a few alternate snacks available for other allergies. Be sure to note these allergies on the emergency contact form for your child, and advise your camper’s instructor of any allergies, and we will be sure s/he gets an alternate snack. If your camper has a severe allergy or medical condition that affects their diet, please feel free to send a snack that meets the needs of your child along for your child if you like.

### **Can I meet my child for lunch?**

We apologize, but no, you can not join the group for lunch during summer camp. The lunch break is an important bonding time for campers and may vary in its timing day-to-day.

**My child is having a birthday while at camp. Can I send treats or toys?** No. Due to allergy and safety concerns, no food, treats, or items may be provided to campers except those provided in the camp.

### **My child is 4-5 years old and needs a rest in the afternoon? Do you have a break time?**

Yes, as per state guidelines, we provide the 4-5 year old Full-Day camps with a 30-40 minute quiet time after lunch. This is a time for them to nap, rest, and cool down from the morning’s activities and get ready for the afternoon’s activities. During this time, children will either listen to a children’s book or an age appropriate, animal-focused movie. If your child will take this time to rest, they may bring a small pillow or blanket with them.

### **How often does the group take bathroom/water breaks?**

We stop at water fountains and restrooms before and after hikes and whenever requested. Our staff also tries to be aware of when our campers need a restroom break but aren’t asking.

## **Summer Camp Staff and Miscellaneous**

### **What are the qualifications of your teachers and assistants?**

Camp teachers are Zoo staff educators, college graduates, or upper-level college students. All must pass a criminal background check, and are CPR and First Aid certified. Camp assistants are teen or adult volunteers in our VolunTeen or Volunteer program. All adult Volunteers must also pass a background check. Both are there to assist the teachers.

### **How are campers supervised?**

Campers are supervised at all times by camp staff and are escorted on restroom breaks. Teacher to student ratios are 1:12 or 1:15 depending on age group. Volunteers and VolunTeens provide additional help and supervision in the classroom and on hikes.

### **This is my child's first camp away from me. What if s/he's not ready to go?**

Our camp staff is very experienced in helping campers (and parents ☺) take those first few steps away into the park. We are happy to assist, and will do everything we can to help you and your child have an enjoyable first camp experience. If a camper isn't ready to go to camp that day, our supervisors will work with you on an individual basis to try and make arrangements for another attempt if possible. Due to camp scheduling and enrollment, we can not guarantee this will be possible. Refunds are not issued due to non-participation.

### **Will my child get to touch zoo animals or go behind the scenes?**

We have a variety of mammals, birds, reptiles and invertebrates that are safe for handling by our trained summer camp staff. Campers will get to touch many of these throughout the week! For the safety of the campers and our animals, most behind-the-scenes tours and activities are restricted to the older age group.

### **My child is afraid of snakes/spiders/butterflies/etc. Will s/he have to get close to them?**

Not if they don't want to. If a camper is uncomfortable around an animal, our staff will share their experiences to encourage your child to participate, but all activities are "participate by choice." Campers may come into direct contact with some of these animals during animal encounters, but they do not have to touch animals if they do not feel comfortable doing so.

### **Will the weather ever cancel Zoo Camp?**

Camps will continue rain or shine. Campers will tour the Zoo in the rain, so dress appropriately. Rain coats and hats are recommended. Umbrellas are not recommended as they can obscure the view of other campers. In the unlikely event that extreme weather conditions occur, campers are brought indoors to a secure area until the severe weather has passed, and activities are conducted indoors.

## **Camp Logistics**

### **Is there an orientation for parents or campers?**

There is no orientation for parents, but camp staff will be available to answer questions. Each camper will review the summer camp expectations and rules with their camp instructor.

### **What is the camp drop-off procedure?**

Check-in will take place at the Harold C. Schott Education Center which is located on Erkenbrecher Avenue, 200 yards from the Vine Street intersection. Campers may be checked into their classroom no more than 10 minutes before camp is scheduled to start. For those requiring earlier check-in times, please look into the Before-Care offerings for your desired week of camp and see the Before-Care FAQs below.

To ensure a secure environment and your child's safe arrival in the camp classroom, you must escort them to their classroom on Monday and check-in with the camp instructor in charge of that group. We do offer "Kiss-and-Go" Tuesday-Friday, where you can drop your child off in the parking lot if you believe they can walk to their classroom independently. We appreciate your understanding and cooperation with this.

### **What is the camp pick-up procedure?**

All camp pick-ups will take place at the Harold C. Schott Education Center which is located on Erkenbrecher Avenue, 200 yards from the Vine Street intersection. There are two options for pick-up: classroom pick-up or car-side pick-up. For classroom pick-up, simply park your car in the education lot, proceed to your child's classroom, and present your *photo ID*. Camp staff will verify your photo ID with the list of approved adults for pick-up and release your child to you. Car-side pick up is an excellent option for parents with other, younger children in the car. Pull up to the camp staff at the Erkenbrecher gate, present your photo ID along with your child's information (name and classroom). The parking staff will verify your photo ID, and a VolunTeen will retrieve your child and escort them to your car. Please keep your pick-up slip all week to make the process quick and smooth.

To ensure that your child receives the full camp experience and to minimize disruption to other campers, children may be picked up no earlier than 15 minutes prior to the end of camp without special arrangements being made. We ask that all late drop-offs and early pick-ups happen at the 12pm lunch hour.

**Photo IDs are required for sign-out and will be checked daily.**

### **Do I need to provide a photo ID to pick up my child every day?**

Yes, **each and every day, no exceptions**. Valid passport, driver's license or state photo ID are accepted.

### **What are Before-Care and After-Care?**

Our Before-Care program is available to parents who are unable to drop their child off between 8:50 and 9:00 a.m. Before-Care begins at 8:00 a.m. and is staff supervised. Children during this time will be engaged in activities such as group games, board games, coloring or an age appropriate movie. Our After-Care program is available for parents who are unable to pick their child up before 4:00 p.m. After-Care is only available for Full-Day Summer Camp participants. After-Care begins at 4:15 p.m. and ends at 5:30 p.m. During this time, campers will be engaged in activities such as group games, board games, coloring or an age appropriate movie. Space for Before and After-Care is limited, so register quickly. Cost for Before and After-Care is \$40 and \$50 respectively per week.

### **How early can I check my child in for the regular camp programs?**

Children can be dropped off **no more than 10 minutes before the start of a camp**. Staff is not available prior to these times. If you wish to drop your child off earlier, you must enroll them in Before-Care.

**What should I do if I am going to be late dropping my child off?**

If you are going to be just a few minutes late (5-10), you don't need to contact the zoo. There is normally a staff member or supervisor at the site for about ten minutes after the check in time, just in case. If you arrive to the check site late and there are no summer camp staff members there, stop at the Registration/Information desk in the lobby of the Harold C. Schott Education Center. They will help you contact the staff and direct you to the location of your child's class. Don't try to find your child's group in the park. **Do not leave your child with anyone except a member of the summer camp staff – your child must be checked in by a summer camp staff member only.** Children whose parents are consistently late dropping off will not be allowed to continue participation in camp.

**What will happen to my child if I am late for pick up?**

If you are going to be just a few minutes late (5-10), you don't need to contact the zoo. We realize traffic can be a challenge, and we'll be there with your child when you arrive. After 15 minutes, your child will move to our after-care location. You will be charged a \$10 After-Care fee. Before registering, if you know you are not able to pick your child up between 4:00 and 4:15, you can sign up for After-Care. After-Care is a staff supervised time with games, coloring and activities for children registered for classes.

**After I drop off my child, can I come into the zoo?** Yes, the zoo opens at 9:00 a.m. and closes at 6:00 p.m. throughout the summer. Admission to the zoo for you and your child is included with your child's camp registration. Admission of additional friends and/or family members that are not included on a Zoo membership may be paid at Registration/Information desk located in the lobby of the Harold C. Schott Education Center.

**What should my child wear/bring?**

Zoo camp operates rain or shine; please come prepared for changing weather. Full Day Campers should bring with them a peanut-free bag lunch, water bottle, sunscreen, and hat. All Campers should wear clothes that are appropriate for the weather and for high-energy activities. Sneakers are recommended as Crocs and similar shoes have a tendency to fall off during games. Flip flops are not permitted. Campers should not bring toys, stuffed animals, mp3 players, cell phones, or other items not appropriate for camp.

**Can my camper buy an item from a zoo concession stand or gift shop?**

Campers are not permitted to purchase any items from the zoo concession stands, gift shops, or restaurants during camp sessions. PLEASE DO NOT send money to camp with your child for any reason. You may purchase items from concession stands or gift shops after you pick up your camper.

**Is it okay if my child carries a water bottle or a back pack?**

Yes, but keep in mind they will have to carry everything they bring with them. Water bottles will be necessary throughout the day. Campers should not bring toys, stuffed animals, mp3 players, cell phones, or other items not appropriate for camp.

**Can I bring a dog or other pet to the check site when I drop my child off?** No. Due to USDA regulation, pets are not allowed on Zoo grounds or in the Zoo's parking lots. Pets may not be left in vehicles in the Zoo's parking areas. Children may not bring family pets to show to Zoo class.

**Can I observe my child while in camp?**

No, for the safety and welfare of all campers, the camp is a camper-only experience. Please feel free to ask your child's teacher any questions about your child's day – they are happy to talk with you! All parents are provided with a camp itinerary, so you can talk to you child about camp. In instances of home-sickness, we often find that parental presence exacerbates the problem rather than helping. Our staff is trained to assist campers with issues of homesickness.

**Can I photograph my child and his or her new friends while in camp?**

No, for the protection of your child and all campers, photography, videography, or audio recording is not allowed except by those authorized by the Cincinnati Zoo & Botanical Garden.