

# ZOO CAMP DETAILS

## WHEN CAN I REGISTER?

- **Greenville Zoo Members: Registration begins Saturday, December 16**
- **Non-Members: Registration begins Saturday, December 23**

Registration is available online at [greenvillezoo.com](http://greenvillezoo.com). Spaces are limited and are filled on a first-come, first-serve basis.

## HOW WILL I KNOW IF MY CHILD GETS INTO CAMP?

**A confirmation packet will be emailed to you immediately after you register.** Please check the spam folder of your mail if you do not receive it. Otherwise, contact the Greenville Zoo Education Department at 864.467.4850

## WHAT IF I WANT MY CHILD IN THE SAME CAMP AS A FRIEND?

As long as you sign up for the same session, your child will be placed in the same camp. However, some sessions fill up quickly, so it is suggested that you sign up around the same time.

## CAN I ENROLL MY CHILD IN AN OLDER AGE GROUP?

Our camps are carefully designed to be age appropriate, as such, we adhere to all age requirements.

## WHAT IF THE CAMP I WANT IS FULL?

**We have a waiting list for each camp.** However, there is no guarantee that a space will become available. If you wish to be put on a waiting list, please call the Education Department at 864.467.4850

## HOW SHOULD MY CHILD DRESS?

Children should dress appropriately for warm weather, making sure to wear closed-toe shoes. Campers will make frequent trips out into the zoo and will also be given water and cool down breaks. We take very careful precautions for the heat. Also, remember that if it rains bring a rain coat only. Please no umbrellas or flip flops.

## HOW ARE CAMPERS SUPERVISED?

**Campers are supervised at all times.** There are volunteers and an instructor for every classroom.

## WILL MY CHILD GET TO TOUCH ZOO ANIMALS OR GO BEHIND-THE-SCENES?

The staff uses a variety of animals for zoo camp. Campers will have the opportunity to touch many of them during camp. The behind-the-scenes tours are limited to certain areas for the safety of the children & the animals.

## WILL THERE BE A SNACK BREAK?

**Yes, please pack a snack for your child.** If your child is not accustomed to having a snack, it is still suggested that you send something. We have found in the past that when a child arrives with no snack & everyone else is eating, they also want something. Campers will not be able to purchase anything from concessions. Please no peanut products.

## WHAT IF MY CHILD HAS ALLERGIES?

**Please be sure you make us aware of any allergies your child may have.** Please refer to your confirmation packet that was emailed to you after registering for the allergy forms listed below. If they have a severe allergy & carry an EPI-pen, or inhaler they must report to camp with an **Allergy Action Plan** signed by their doctor **PRIOR** to the first day of camp. If they have asthma that requires them to carry an inhaler, they must report to camp with an **Asthma Action Plan** signed by their doctor **PRIOR** to the first day of camp. The instructor will carry the instructions and EPI-pen or Asthma inhaler with them at all times. If you have any questions, please call 864.467.4850.

## WHAT DO I NEED TO KNOW ABOUT DROPPING MY CHILD OFF?

**Drop off for AM camps will take place between 8:30 am – 8:50 am.** This will enable us to start camp promptly at 9:00 am. **Drop off for PM camps will take place between 12:45 pm – 12:55 pm.** You will receive detailed information concerning classroom location & how to drop your child off in your emailed confirmation packet.

## WHAT DO I NEED TO KNOW ABOUT PICKING MY CHILD UP FROM CAMP?

**Pick-up for the morning camps is from Noon – 12:20 pm; Pick-up for the afternoon and all day camps is from 4:00 pm – 4:20 pm. There will be a LATE PICK UP charge of \$10 for EVERY 5 minutes that you are late picking up your child** (After 12:20 pm for morning camps, and after 4:20 pm for afternoon and all day camps). Please refer to the "PICK-UP MAP" in your confirmation packet (emailed to you after registering) for more details. ID is required for picking up your child. Please remember this is for the safety of all children.

## MAY I STAY WITH MY CHILD?

Parents are required to stay with children that are registered for the 3 year olds camps only. If your child is registered for another camp & cannot remain in camp without you, please wait another year to attend zoo camp.

## WHAT IF I NEED TO RESCHEDULE OR CANCEL?

**Participants wishing to cancel must provide a written notice to the Education Department at least three weeks prior to the camp start date for participants to qualify for a 50% refund.** To cancel one camp reservation and make another for a different session please provide the same written notification at least three weeks prior to the scheduled camp start date. There is a \$25 rescheduling fee pending camp availability. No refunds will be given for cancellations less than three weeks prior to camp start date. We are unable to reschedule camp time or date within three weeks of original camp date.

## WHO CAN I CALL IF I NEED FURTHER ASSISTANCE?

Questions, comments or concerns? Contact the Greenville Zoo Education Department at 864.467.4850



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