

# Calgary Zoo Camp Program Information

## WHAT TO BRING

**Clothing:** Each camp spends approximately half of the day on zoo grounds rain or shine, so please pack appropriate clothing i.e. raingear, jacket, comfortable shoes for walking, sunscreen and a plastic water bottle. We also recommend washable clothing since some of the activities/crafts your child may be participating in can be messy. A Calgary Zoo Camp ball cap is included with registration!

**Food:** Please pack a lunch and two snacks for your child. Please do not include peanut food products since many children are allergic to them. Children are not allowed to purchase food, drink, snacks, or gifts on grounds so please do not send money with your child. Bagged lunches are available at an additional cost and must be requested at the time of registration. Please see our Frequently Asked Questions for more information about bagged lunches.

## DROP OFF

Please park and enter the Zoo via the North Gate. Children should be dropped off in the Karsten Discovery Center with the Camp Instructors. Drop off times are as follows:

**Zoo Tots A/B: 8:45AM      Zoo Tots C: 1:00PM**

**All other camps: 8:30AM**

Please wait outside for a staff member to open the doors at 8:30AM. Prior to this, staff members are busy setting up classrooms and making sure everything is ready for the day. It is difficult for staff to do this when there are many people in the lobby. We appreciate your cooperation and understanding. When the doors are opened you will be asked to **present the confirmation letter** to the gate personnel. This letter is for Zoo Camp only and Zoo admission applies to the participating child **ONLY**. On Monday, we ask for your patience in checking in. To help speed up your child's check-in process, please have your confirmation letter ready.



## PICK UP

Please pick up your child in the Karsten Discovery Center, the same drop off point as in the morning. Pick up times are as follows:

**Zoo Tots A/B: 12:15PM      Zoo Tots C: 4:30PM      All other camps: 4:30PM**

We do not have staff available to accommodate late pick-ups. Any parents who have not picked up their child by 4:45 PM 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 day.**

## ABSENCE/LATENESS

If your child will be missing any part of the camp (coming late, leaving early, or missing a day), please call and leave a message with Dawna Gay, **Senior Camp Leader (232-9336)**, indicating your child's name, the camp they are registered in and the name of their leader.



1300 Zoo Road NE, Calgary, Alberta, Canada T2E 7V6  
Tel: (403)232-9300  
[www.calgaryzoo.ab.ca](http://www.calgaryzoo.ab.ca)

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Please give us as much warning as possible so that we are aware and not keeping the whole group waiting for your child.



## MEDICAL CONCERNS

Please indicate any medical, mobility, or allergy concerns on your registration form. Staff are not able to administer any medication but campers are able to self-medicate if required and carry their medication with them. Staff are trained in First Aid and will respond appropriately in an emergency situation.

## SPECIAL NEEDS

Please indicate any special needs on your registration form. If your child has special needs, please inform the Senior Camp Leader at 232- 9336 prior to camp to discuss whether our camp is appropriate for your child. We will do our best to accommodate any special needs.

## BEHAVIORAL MANAGEMENT

Behaviour is managed appropriately to provide a fun and safe week for all campers and bullying is not tolerated. If the behaviour is disruptive and continuous, the parents/guardians will be advised. In extreme cases a child may be asked to leave a camp and no refund will be issued.

## STAFF

Our high quality staff are selected on their previous experience working with children and their experience in programming for children. Most are university graduates or are currently working on a degree, frequently in education, the sciences, or both. All staff members receive training which helps them to excel in their positions. All staff are also required to undergo police security checks and possess Standard First Aid Certification.

## REFUNDS

We regret that we are unable to issue refunds due to the costs involved in the camps' preparation and performance and because we are a not-for-profit organization. If you are unable to use your ticket, you may transfer to someone else who can use it, but please inform us of the change prior to camp. Alternatively, the Senior Camp Leader may be able to assist you in matching you with a person on the wait list, however, this is **not guaranteed**.



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