



## Safari Day Camp – Full Day Parent Information Packet

Zoo Atlanta Tax ID #: 58-165-5184

Updated Dec 2016

Dear Parents:

*Thank you for registering your child for Zoo Atlanta's Safari Day Camp program. We are busy gearing up for a fun-filled time of Zoo activities! Plans are being made for arts and crafts, games, and of course, lots of animals! Please carefully read this packet to help prepare you and your child for a wonderful experience!*

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### Reservation Policies

#### General Reservations Policy

- Reservations are required prior to the program start date.
- Deposit is not required.
- Full payment is due upon reservation.
- Changes to reservations made 2 weeks or less prior to scheduled event date are subject to supervisor approval.
- Walk-up or 'day-of' registrations cannot be guaranteed and will incur a late registration fee:
  - \$10 per child for Daily Camp
  - \$20 per child for Weekly Camp

#### Refund & No-Show Policies

- No-show means customer did not give us notice before the program.
- Refunds will not be issued for no-shows.
- Refunds will not be issued for no-show or for days missed of summer camp week
- Cancellation means the customer did contact us before the program.
- Cancellation requests received 2 weeks or less prior to program start date will result in a loss of 50% of total cost of the cancelled reservation.



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### **Weather Cancellation Policy**

- Camp programs are rain or shine. However, camp programs may be cancelled due to inclement weather, in which case the Zoo will notify participants of the cancellation as soon as possible prior to the program. If this happens, a full refund will be issued. We will do our best to reschedule in the event of a cancelled program, but rescheduling is not guaranteed.
- Unless Zoo Atlanta cancels camp, there will be no refunds given.

### **Date Change Policy**

- Date changes that occur less than 2 weeks prior to original scheduled program will incur a 25% fee per reservation.
- Date changes are subject to availability.



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### General Information

#### Camp Hours:

- Camp hours 9:00 a.m. – 4:00 p.m.
- Quest Trek Camp hours 8:30 a.m. – 5:30 p.m. (Summer Only)
- Please review our Drop-Off and Check-Out Procedures for details.

#### Dress:

- Please send campers in weather-appropriate play clothes each day.
- Pants and shorts are recommended instead of dresses and skirts.
- Closed-toed, athletic style shoes are preferred, and flip-flops are not permitted.

#### What to bring:

- We spend as much time outside as possible, so please send a water bottle, preferably with a strap.
- We also recommend a “just in case” pair of clothes.
- Please send child with sunscreen or bug repellent if needed. Please label jackets, lunchboxes, etc. with camper’s name.
- Please send campers with a lunch each day.

#### What not to bring:

- Please help us by not sending the following with your child to camp: money, jewelry, electronics, card games or collectables, fireworks, lighters, weapons, drugs, alcohol, cigarettes, or other inappropriate items.
- These items will be confiscated and given to the parents at the end of the day.

#### Lunch and Snacks:

- Campers must bring their own lunches and drinks with them from home.
- Campers will not have access to a microwave, nor will they be able to purchase a lunch on Zoo grounds.
- We provide a morning and afternoon snack.
- If your child has food allergies, please make sure to pack them two snack options.

#### Movies:

- Educational movies can be played during camp. Movies can include but are not limited to selections from National Geographic, Animal Planet, and PBS.

#### Animal Contact:

- For the safety of all, direct contact with Zoo exhibit animals is not possible.
- Campers will have opportunities to have up-close encounters with our education animals (chinchilla, snake, etc.) that the children may touch to enrich their experience.



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### Drop-Off & Check-Out Procedures and Late Pick-Up Fees

#### Check-Out Code

Each Monday at drop-off (or daily, for Daily Camp), parents will be given a printed check-out code for their children, which is required of anyone picking up your child. Please place this code on a visible part of your car's dashboard during check-out. For your camper's safety we will not release your child unless the appropriate check-out code is provided at check-out. We ask that you return the printed check-out code at the end of the week (or daily, for Daily camp) as a new code will be given each Monday of camp (daily, for Daily Camp). If child will be picked up by someone else, the code can be written on a piece of paper and be presented at check-out.

#### Drop-off & Check-Out Times

- Drop-off for Extended Care is from 7:30 a.m. - 8:00 a.m.
- Regular drop-off is from 8:01 a.m. - 9:00 a.m.
- Regular check-out is from 4:00 p.m. - 5:00 p.m.
- Extended Care check-out is from 5:01 p.m. – 5:30 p.m.
- Please note that Quest Trek drop off and check out times are different. Also, there is not an extended care option for this camp program. Please read Quest Trek information on page 5 for further details.

#### Full Day and Quest Late Fees for Check Out

- All campers who have not purchased Extended Care and are not picked up by 5:00 p.m. will incur fees.
- If camper is picked up late between 5:01 p.m.- 5:45 p.m., an additional \$10 fee will be owed.
- If camper is picked up late after 5:46 p.m., you will be charged an additional \$1 for every additional minute.
- Please note that Quest Trek late fees for check out are different. Please read Quest Trek information on page 6 for further details.

#### Procedures

1. Enter the Cherokee Avenue parking lot by the historical cannons. Go to the right and follow the traffic cones to the Conservation Education gate and enter the queue for both drop-off and check-out.
2. At drop-off, a counselor will greet your child and help him/her from the car. Do not drop off a child without checking in properly with camp staff.
3. During check-out, a staff member will relay the Check-Out Code from your dashboard to the staff to prepare your camper for check-out.
4. At Check-out, we should have your camper(s) waiting for you, provided your check-out code is visible from your dashboard.
5. Please pull out of line to adjust car seats, etc. to keep the line moving.
6. If you would like to speak with your child's counselor, please park and walk up to the gate after you have checked your child in or out for the day.
7. For the safety of campers, parents and staff, please remain in your vehicle during drop-off and check-out.
8. For the safety of campers, parents and staff, we ask that everyone follow these procedures. Parents who park and walk-up will be checked in/out after the cars in the queue.
9. Please be patient. We need to properly check in/out each child.



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### **Behavioral Policy**

Zoo Atlanta has the right to remove a camper from Zoo Atlanta at any time. If a continual behavior problem persists, one or more of the following consequences will be enforced:

- Education staff will discuss the behavior with the camper.
- Education staff will discuss the behavior with the parent/guardian.
- The camper will be given a “time out” or will not be allowed to participate in a subsequent activity.
- Parent/guardian will be notified by camp supervisor and the child will be sent home immediately or advised that he/she will not be allowed to return the following day.

Note: There are no refunds when a child’s own behavior requires he/she be sent home.



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### Quest Trek Summer Camp Information

The following information is intended for Quest Trek Summer Camp attendees only!

#### General Information

- Quest Trek camp hours are from 8:30 a.m. – 5:30 p.m.
- Please be aware that activities are subject to change.
- Please make sure to fill out the waiver form. Campers may not participate in any activities for Quest Trek without this form. There will be no refunds for campers missing any portion of Quest Trek camp. If waiver form has not been completed and turned into Zoo Atlanta, your Quest Trek camper will be placed in a regularly scheduled Summer Safari Day camp.

#### Drop-off & Check-Out Times

- Drop-off for Quest Trek is from 7:30 a.m. – 8:15 a.m. Please make sure your child arrives on time.
- Check-out for Quest Trek camp is from 5:30 p.m. – 6:00 p.m.\*
- There is no Extended Care available for Quest Trek.
- Please make sure your Quest Trek campers arrive to camp on time. We have scheduled departure times for our off-site zoo adventures. We will not wait for any late Quest Trek campers. There will be no refunds for campers missing any portion of Quest Trek camp. If your camper arrives late, they will be placed in a regularly scheduled Summer Safari Day camp.

\*Please keep in mind that Quest Trek is a travel camp and delays could happen beyond our control that can keep us from returning to the zoo on-time. In the event we are delayed returning to the Zoo, Zoo education staff will contact all camper guardians to make them aware of our expected return to the zoo.

#### Late Fees for Check Out

- There is no Extended Care available for Quest Trek camp. All campers must be picked up by 6:00 p.m. at the latest.
- Starting at 6:01 p.m., you will be charged \$1 for every additional minute, unless we (campers and staff) are delayed returning to the Zoo.



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### Frequently Asked Questions

#### How are the campers grouped?

- Campers are grouped by age.

#### What is a typical camp day/week like? Campers will:

- Explore the Zoo, including a diversity of animal exhibits.
- Experience education animals up-close-and-personal through animal encounters.
- Create arts and crafts projects.
- Learn about animals hands-on with biofacts (bones, pelts, feathers, etc.)
- Visit shows, petting zoo, the train and carousel, and exclusive Zoo locations.
- Play fun environmental education games and activities.
- **Summer camp ONLY:** This [waiver form](#) must be filled out prior to your arrival and given to your counselor at check-in.

#### Can my child be in the same group as his or her friend?

- Prior to the first day of camp, we can **try** to place friends together in the same group if they are of similar ages and you have stipulated this request on their registration under 'Buddy Request'.
- With or without notice, we cannot guarantee that campers are in the same group.
- We cannot adjust camper groups after each camp session begins.
- We do not make exceptions to the age requirements. All of our activities and lessons are age-appropriate. Placing children in the incorrect group can compromise the activities.

#### Who are the camp counselors?

- Camp counselors are selected based on experience working with children in a camp, school, or environmental education setting, they must be a college graduate or be currently enrolled in college, or have equivalent experience in a related field.
- Counselors must be at least 18 years of age and pass a background and drug test.
- Counselors are energetic, responsible and dependable, and have an enthusiasm for wildlife and children.

#### What is the camper/counselor ratio?

- We have one counselor to approximately 10 children in each group.
- We utilize Zoo Atlanta Volunteers (ages 14-17) who may assist the counselors.

#### What do I do with my child's medication?

- Please review and fill out the [Medicine Permission Form](#) for all medications and give to counselor at check-in daily.
- You are responsible to take back any medication you gave the instructor when you pick up your child each day.
- If your child has severe allergies or conditions that require special attention, please contact us prior to camp to ensure we are meeting all of your child's needs.

#### Does my child have to wear their camp t-shirt every day?

- Yes! We encourage campers to wear their camp t-shirt every day. Campers will receive a t-shirt on the first day of camp for Weekly Camp, or daily for those registered for Daily Camp. Campers may wear camp shirts from previous camp seasons. Additional t-shirts are available for purchase for \$10 each. Please contact our reservations department at 404-624-5822.

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### Directions to Camp

From I-20, take exit 59A. Travel south on Boulevard to Atlanta Avenue, and turn right. Make your next right onto Cherokee Avenue. Zoo Atlanta's main parking lot (Cherokee Ave) will be on your right. Turn right into the Cherokee Avenue parking lot. The Conservation/Education - C5 gate is the first gate located to your right as you enter the Cherokee Avenue parking lot – see photo below. Follow camp signs. All campers will be dropped off / picked up from the Education Conservation Gate.

If you arrive late for drop-off or early for pick-up, please use the Security Call-box located at the C5 gate to check in with security. An education staff member will come to the gate to assist you.

