

# ZOO-FARI

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**McLARTY AUTO GROUP**

## Camp Guidelines



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# Purchasing and Pricing Guidelines

## Summer Zoofari Camp Sale Pricing

Discounts only applicable to camps marked as such in the pricing packet. Two or more weeks of camp offerings, in any combination, must be purchased in the same transaction for a discount to apply. The discounted week of camp must be of equal or lesser value to the week or weeks of camp purchased at regular price. Discounts may not be combined with or applied to single-day purchases or camps for campers 12 years of age and above. A discount may be applied when weeks of camp are purchased for one child or more than one child (ex: two weeks for one child or one week for one child and one week for a second child). Little Rock Zoo employees/volunteers or City of Little Rock employees will receive a discount, but may not combine employee/volunteer pricing with sale pricing.

## Member and Non-member Pricing

Members of the Little Rock Zoo will be charged the member price on all camps according to the Little Rock Zoo's member discount guidelines. If you wish to receive member pricing, you must have a Zoo membership before registration.

## Payment

Payment must be received within two weeks of receiving the email confirming a registration request. If registration occurs within two weeks of the start date of the desired camp, payment must be processed before the start date of that camp to reserve a place, with paid registrations given priority over unpaid registrations regardless of the order of when the registrations were received.



## Cancelations, Transfers and Refunds

If you need to cancel a purchase or transfer a camp to another session, email or call [bkutsch@littlerock.gov](mailto:bkutsch@littlerock.gov) or (501) 661-7204.

A refund equal to 50% of the purchase price may be given when the refund is requested a minimum of four weeks before the start of the camp, this includes any goods or services purchased in conjunction with the camp. If a refund is requested within four weeks of camp, no refund will be given. The refund of one or more camps may affect the sale prices charged in the previous transaction, and therefore may affect the refund. In the event that multiple camps have been purchased, and a refund is requested, amounts refunded will begin with the least expensive camp and progress higher in purchase price as needed according to purchases within the same transaction. When possible, Little Rock



Zoo can transfer a camp registration to another session. However, transfer requests are based on availability.

### **Misc.**

Day-of, walk-up registrations may be accepted if space is available. During summer Zoofari camp, walk-up registrations will only be accepted for week-long camp purchases on the Monday of the week of camp and are not available for single day registrations. A \$10 fee per camper in addition to the registration fee will be added to walk- up registrations.

The Little Rock Zoo reserves the right to alter the age ranges used to create rosters. Altering age ranges may be used as a method to keep the number of campers in each camp at a safe and manageable amount.

During summer Zoofari camp, provided that the train is available and that the schedule allows for the time, full-day/full-week campers will receive up to two train rides per week, half- day/full-week campers will receive up to one train ride per week and single-day campers of any season of camp may or may not receive a train ride. Train ride days will be determined by the camp teacher and may change due to weather, personnel, or other unforeseeable circumstances. During Zoofari camp seasons other than summer, a train ride is a possibility but not guaranteed.

# A Day in the Life of a Zoofari Camper – Example Schedule for a Full-day Camp

This schedule is an example and does not guarantee that a camper will experience everything. Not all activities listed in the example schedule are available for all camps. See the “Details for a Great Camper Experience” section for further information.

- **Early drop-off**
- **Regular check-in** – All campers check-in at designated area then report to assigned teacher.
- **Icebreaker game/activity** – Teachers get the groups moving first thing in the morning to wake up our young campers.
- **Go to classroom & hand out supplies** – Teachers hand out materials and prepare campers for the day’s activities.
- **Themed activity** – Teachers lead an interactive craft/experiment/ demonstration related to the camp topic. Campers may have the opportunity to touch some of the animal ambassadors and tour the zoo.
- **Snack/restroom break** – Teachers choose the time and location most suitable for their campers to have snacks. Snacks may vary from one day to the next.
- **Game/activity** – Campers partake in an activity that captures their imagination while learning about that week’s theme.
- **Lunch**
- **Handout supplies and fill water bottles** – Teachers hand out camp materials for afternoon.
- **Campers tour a section of the zoo** – Teachers guide campers through a portion of the zoo, and educate them on the trains, plants and animals that they see while doing activities
- **Snack/restroom break & Themed activity** – Teachers choose the time and location most suitable for their campers to have snacks. Snacks may vary from one day to the next.
- **Wrap-up and prepare for checkout** – Teachers wrap-up the lessons for the day and prepare campers for check-out and pick-up.
- **Regular checkout**
- **Late pick-up**



# Details for a Great Zoofari Camp Experience!

## Early Drop-off, Regular Check-in, Regular Checkout and Late Pick-up

When dropping off or pick-in up a camper in these situations, please park in the Zoo's side parking lot across from the Jim Dailey Fitness Center, and walk with your camper(s) until you meet with an education department staff person who can assume supervision of the camper(s). Please do not leave your camper(s) until a member of the education department staff has assumed supervision of the camper(s).

## Camp Check-in & Checkout

- Early drop-off - Campers may be dropped off for early check-In between 7:45 – 8:30am.
- Regular morning check-in - Staff will be in place from 8:30 - 8:45am.
- Regular checkout for full-day - Staff will be in place from 3:45 - 4pm.
- Regular checkout for half-day - Staff will be in place from 11:45am - 12pm.
- Late pick-up – Staff will be in place from 4 - 5:15pm.

Please allow up to 15 minutes for the check-in/out process.

## Camper's Checked Out Past Scheduled Departure Time

If the person picking up the camper is going to be late they must call the Little Rock Zoo and notify staff before the end of the scheduled checkout time frame. \$5 will be charged to the adult that registered the camper for the first one to five minutes that they are late, and an additional \$1 per minute for every minute thereafter.

## Check-in and Checkout Form

The Check-in/out form will be sent to the customer following registration. Please complete the form and bring it with your receipt (proof of purchase), when you check-in your camper. This form will also be used to checkout your camper.

## Late Check-in & Early Checkout

When checking-in late or checking out early, please follow the guidelines listed within the "Early Check-in, Regular Check-in, Regular Checkout and Extended Checkout" section, and allow an additional 15 minutes for zoo staff to either contact a member of the Education Department or locate the camper's group.

For early checkout, please notify the camp teacher during check-in that the camper will be leaving early. When checking out early, go to the front gate's membership ticket window, and they will radio the education department.

## Lunch

Campers will have lunch prepared by the Café and served to them. Outside food is not allowed in the Zoo except in cases where medical/allergy/personal reasons will prevent the camper from eating what is provided.

All meals will include a main dish, fruit, side item or dessert and juice or water. Campers may choose either the meat option or the vegetarian option during the registration process (not on the day of camp), but not a combination of the two. The main dish item will vary from one day to the next with one main dish option per day.

The meat lunch menu will vary but typically includes main dishes similar to chicken fingers, hot dog or pizza. The vegetarian lunch menu will vary but typically includes main dishes similar to veggie wraps, cheese pizza or macaroni and cheese.

## Hydration and Snacks

Please be sure to send a reusable water bottle with a lid with your camper. Water will be provided throughout the day. Campers are responsible for keeping track of their water bottle. Please write the camper's name on the water bottle. The camper, and the individual checking out the camper, are responsible for collecting and washing the water bottle at the end of each day. Snacks will be provided to the campers once in the morning and once in the afternoon. Please let the instructor know of any food allergies on the first day of camp and within your registration packet. If the child has allergies or is a picky eater, we encourage you to pack your camper a snack, otherwise, please do not pack snacks for your camper. If packing your own snack, please avoid products with peanuts (camp staff will not monitor outside snack items).

# Additional Guidelines for Campers

## Supervision and Safety

All Zoo staff are screened before they are hired. In addition to teachers and zoo staff, trained volunteers may assist teachers with camp. Class sizes will be limited to roughly 12 campers per teacher. In addition, the Zoo's full-time staff are able to assist in an emergency situation. Only adults are hired to teach the camps.

## Camper Expectations

Campers will be supervised and must be able to function within a group setting. Campers can expect a significant amount of walking, physical exercise and activities involving multi-step instructions. If additional assistance may be needed, please consult the camp manager at the zoo before registering.

## Behavior

Behavior is monitored to ensure a safe and enjoyable experience for all. Campers are expected to behave appropriately. In the event a camper is disruptive, time-outs may be used. If disruptive behavior continues the guardian will be contacted to help find a solution. If improvement is not seen, it may be asked that the camper not return to camp.

## Medication and Protectant/Repellant Applications

Zoo staff cannot apply/dispense medication, protectants or repellants. Campers must be able to self-medicate or apply protectants/repellants. Campers must be able to carry any such items with them as storage or monitoring of supplies is not provided by the Zoo.

## Parent/Guardian Involvement

Our camp program is designed for campers who are able function well in group-oriented programs without parental involvement. Parents/Guardians may not stay with or follow camps.

## Weather and Clothing

Camp will be held rain or shine unless weather or other unforeseen issues force the Zoo or an applicable partner organization to close for the day. In the event the Zoo is closed due to weather, an attempt to contact you will be made. Campers will spend a large portion of time outdoors. Please make sure that the camper is prepared for the weather (preparation may also include things such as sunscreen, wearing a hat, carrying a water bottle, etc.). Due to the activities typically planned for camp, tennis shoes are strongly recommended and any open toed or open heeled shoes are not permitted.



## Bringing Items to Camp

Please do not let your children bring money, toys, stuffed animals/items or other similar items to camp. The zoo is not responsible for any lost items.

### **Lost and Found**

If items are lost and then found in the Zoo, they will be turned in to guest services at the front gate of the Zoo. Please notify camp staff if your camper has lost an item and we can look for it.

**Register online at [www.littlerockzoo.com](http://www.littlerockzoo.com)**

**Questions: Call (501) 661-7229**