



General Scheduling Information

*Registrations must be completed during single registration session in order to benefit from the multi-camp discount.

Upon successful enrollment, you will receive an email containing arrival and parking information on the **Thursday prior** to the beginning of your child's camp week.

Grade level groups for spring, fall, and winter camps correspond to the grade your child is enrolled in for the current school year. For summer camps, grade level groups correspond to the grade your child will be entering in the fall for the upcoming school year.

We strictly enforce grade level requirements. Campers enrolled in the wrong grade level will be removed from the camp without a refund. They will be given the opportunity to enroll in the appropriate grade level camp and placed on the waitlist if the appropriate camp is sold out.

Cancellation and Refund Policy

All camp sales are final. No refunds will be given for cancelled camp reservations or camp withdrawals. A program credit may be issued based on circumstance. The credit may be used for any education program or camp at the Dallas Zoo. Credit will not be issued for cancellations made within 48 hours of your scheduled enrollment or for no-show participants. All programs will take place rain or shine. The Dallas Zoo and Children's Aquarium at Fair Park reserves the right to cancel or change any program for reasons we deem appropriate. In the event that we cancel your program, a full refund will be issued and individuals will be contacted directly.

Toilet Training

All camp participants must be completely toilet trained (requiring no assistance in the bathroom). Our definition of toilet trained means that the child is not wearing pull-ups and is able to manage his/her own clothing by him/herself.

Waitlist

All requests to be placed on the waitlist must be submitted in writing to Education@DallasZoo.com. Phone or in-person requests cannot be accepted. Properly submitted requests will receive an e-mail from Dallas Zoo Education within 48 hours

acknowledging receipt. If a spot becomes available, you will be contacted directly. Please be aware this may occur as little as 24 hours prior to the first day of camp. If you would like to be removed from a waitlist, please let us know as soon as possible in order to give the opportunity to another camper. Buddy requests cannot be accommodated for waitlisted campers.

HEALTH AND SPECIAL NEEDS ILLNESS

Please keep children home if they have a fever of 100°F or more, skin rash, and/or discharge from the eyes, ears, nose, or any other visible signs of illness. Children may return to camp after they have been free of symptoms for 24 hours and/or have been to the doctor and the doctor has cleared the child to return. If you have visited the doctor, please bring a note from the doctor stating that your child is cleared to come back to camp. We record attendance each day, so please call or email us if your child will not be attending camp because of illness or other reasons.

In the event your child becomes ill at the Dallas Zoo or has an accident that requires a doctor's attention, we will notify you immediately. If you cannot be reached, we will call the individuals listed on your emergency form. For the comfort and wellness of your child, we will expect you to pick your child up within one hour of that call. If a child has an accident that causes a scrape, bump, etc., we will take care of the injury and notify you when you pick up your child or by phone or email the same day.

FREQUENTLY ASKED QUESTIONS

HOW CAN I BE SURE TO GET THE CAMPS I WANT? The best way is to become a Dallas Zoo member and register online during priority registration.

HOW CAN I FIND OUT WHICH CAMPS ARE FILLED?

Program sessions with online enrollment (dallaszoo.com) are updated in real time. Once a session is full, its registration button will be replaced with a button that indicates that a session is sold out. Parents may contact the Dallas Zoo Education Department to be placed on the waitlist at that time by emailing education@dallaszoo.com.

MAY I REGISTER MY CHILD FOR AN OLDER AGE GROUP?

No, we strictly enforce grade level requirements. Grade level groups for fall, winter, and spring camps correspond to the grade your child is enrolled in for the current school year. For Summer Camps, grade level groups correspond to the grade your child will be entering in the upcoming school year.

I JUST NEED BEFORE OR AFTER CAMP CARE FOR ONE DAY. CAN I DO THAT?

Yes, but we require you to pay for the entire week. If you don't sign up for either of these, but have your child show up anyway, you will be billed for the entire week of Before or After Care.

WHAT IS THE TYPICAL CLASS SIZE?

Though class sizes will range, they will be no smaller than five and no larger than 20. The teacher-to-student ratio is two lead teachers per 20 children for 1st-12th grade and per 18 children for kindergarten. This helps ensure that your child has the individualized attention he or she needs to enjoy his/ her experience.

HOW ARE CHILDREN SUPERVISED?

Parents or guardians are required to physically sign children in and out of classes every day. Children are supervised at all times and are escorted on restroom breaks.

WHAT ARE THE BEHAVIOR EXPECTATIONS FOR CHILDREN?

Child expectations are posted in each room and are emphasized throughout the week. In the event of a severe behavior problem, we will call you to pick up your child. At our discretion, your child may or may not be allowed to return to class the following day.

WHO CAN I CONTACT DURING THE DAY IF I NEED TO LEAVE AN EMERGENCY MESSAGE CONCERNING MY CHILD?

Please call the Dallas Zoo Education office at 469.554.7300 and a staff member will deliver your message to the appropriate person. If your child has a cell phone with him/her, it needs to be turned off during the camp day. Please do not call your child's cell phone during scheduled program times.