

Please see below to answers to frequently asked questions:

## ***Frequently Asked Questions – Camps***

### ***How do I register for camp?***

Camp registration is online at <https://www.dallaszoo.com/programs-and-events/youth-programs/wild-adventures-camps>. Remember to log in as a member to see member pricing before you purchase a camp.

### ***Where is my confirmation?***

A confirmation email will be sent to you upon successful registration.

### ***Will I get a camp packet mailed to me?***

The Dallas Zoo is a conservation organization and we have recently shifted to sending all confirmation materials via email unless otherwise arranged. The email address on file for with your registration will receive a Know Before You Go email the Thursday prior to your camp check-in day.

### ***When can I register?***

Registration dates will be announced via email and Dallas Zoo social media. Registration opens first to Dallas Zoo Members, then to non-members.

### ***Can I get on a waiting list?***

If the camp of your choice is sold out, you must email [Education@DallasZoo.com](mailto:Education@DallasZoo.com) to request to be added to a waitlist. If a space becomes available, individuals on the wait list will be contacted in the order in which they are waitlisted.

### ***Can I stay with my child?***

Wild Adventures Camp is a program designed for children who can remain in a group setting without parental involvement.

### ***Will my child be with other children from the same grade level?***

Campers will be grouped according to grade levels so that the activities and content are delivered in a way that is most appropriate for that age range.

### ***What are the qualifications of your instructors and assistants?***

Camp instructors are Zoo staff guides, certified teachers, or upper-level college students. All must pass a criminal background check and complete detailed staff training. Camp assistants are adult volunteers in our College Internship program or teen volunteers in our Zoo Crew program.

### ***How are campers supervised?***

Campers are supervised by camp staff at all times and are escorted on restroom breaks. We follow the “Rule of 3” in every circumstance. Adult to student ratios are at least 1:10.

### ***My child needs to take medication. How should I arrange for this?***

Camp instructors are NOT responsible for administering medication to children. Please administer medication prior to arrival at camp each day. To ensure a positive experience for all campers, it is imperative that you notify us of special needs or medical conditions your child may have. We will accommodate these needs to the best of our ability.

### ***Do you provide snacks?***

Yes. We provide pre-packaged snack items such as Goldfish®, Chex Mix®, graham crackers, and animal crackers. If your child has food allergies, please include this information on the registration form. Alternative snacks will not be provided; however, you may provide a snack for your own child if you prefer. Snacks are offered in the morning and afternoon.

### ***What about lunch?***

Wild Adventures Camp is a “high energy” activity, so campers should eat a hearty breakfast before arrival. ALL campers must bring a nutritious lunch that does not require refrigeration. Campers may NOT purchase lunches. Due to safety concerns, glass containers are prohibited. A microwave will NOT be available for use.

### ***What are the hours of camp?***

Full day summer camps are from 9 a.m.—3 p.m. Before-camp and after-camp care are not available.

Day Camps on Spring Saturdays are 8:30 a.m.—2:30 p.m.

### ***Do you have before and after camp care?***

No, we are not able to offer before-camp or after-camp care at this time.

### ***What are the camp check-in and check-out procedures?***

Check-in and check-out procedures take place in a carpool lane at the front ticketing area of the Zoo. Parents will be invited to connect with Wild Adventures Camp via the Brightwheel app in order to keep check-in and check-out paperless, secure, and contact-free. Parents will stay in the vehicle and use their own device to check their child(ren) in and out each day. Campers remain supervised by Zoo staff until check-out is verified.

### ***Will campers be screened before they are admitted?***

Health screening is recommended by CDC and is integrated into Dallas Zoo operations for the safety of staff, guests, and animals. Upon arrival, parents will take their child's temperature using a forehead thermometer provided by camp staff, show the reading to the camp staff, and answer additional screening questions in the Brightwheel app during the check-in process.

### ***Will my child get to touch Zoo animals or go behind the scenes?***

For the safety of the campers and our animals, most behind-the-scenes activities are restricted at this time. A limited number of animal encounters may include the opportunity to touch the animal, such as in the goat yard of the Lacerte Family Children's Zoo.

### ***Can my child and their friend be in the same camp?***

If you wish to request that your child be enrolled in camp with a buddy, please provide that name during your registration process. We will make every effort to accommodate buddy requests, but we DO NOT guarantee them. Please note, if you cancel a camp registration because your buddy request could not be accommodated, you will **not** receive a camp credit or refund.

### ***Are masks required?***

For the safety of campers and staff, all campers will be expected to wear masks throughout the camp day except for when they are eating and drinking. Short mask breaks can be taken when needed, and camp staff will guide campers in appropriate mask usage. Campers may need to change masks during the camp day if their mask becomes too wet or dirty. Please provide 1-2 extra masks and a plastic or silicon baggie for dirty masks.

### ***Cleaning/Disinfecting Protocol?***

Dallas Zoo has intensified cleaning and disinfecting of high-touch surfaces. Camp materials will not be shared between groups without thorough disinfection first. Campers and staff will engage in frequent hand-washing, including before and after eating or interacting with animals.

### ***Are campers going to stay socially distant (6 feet apart) from others?***

Social distancing is taught and emphasized by camp staff. Campers will be distanced 6 feet apart from other campers when eating or drinking and when feasible for activities.

### ***Are overnight experiences provided this year?***

No, overnight experiences are not available this year.

***If my child is sick on a camp day, can they return the next day?***

Children may return to camp after they have been free of symptoms for 24 hours without fever reducing medication and have been cleared by a doctor to return. Please supply a note from the doctor stating that your child is cleared to come back to camp. No refunds will be issued in case of camp days being missed due to illness.

***What if a camper gets sick while at the Zoo?***

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.

***Will campers be sharing materials?***

Camp materials will not be shared between camp groups without thorough disinfection first. Campers will be provided individual packages of materials for any craft or nature activity that they will be participating in during the course of the day.

***What are your refund and cancellation policies?***

All camp sales are final. No refunds will be given for cancelled camp reservations or camp withdrawals. An education program credit may be issued based on circumstance. Credit will not be issued for cancellations made within 48 hours of start date or for no-shows. The Dallas Zoo reserves the right to cancel or change any program for reasons we deem appropriate. In the event that we cancel your program, a credit will be issued and individuals will be contacted directly.