



## **General Scheduling Information**

Upon successful enrollment, you will receive an email containing arrival and parking information on the **Monday prior** to the beginning of your child's camp week. Two newsletters with more detailed information will be sent via our Brightwheel account in the Brightwheel app.

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 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](mailto: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 99.9°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 fever for 3 days, free of other 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 Brightwheel message the same day.

## **COVID-19 INFORMATION**

Campers will be expected to comply with social distancing, which will be modeled and supported by instructors. Campers will be expected to follow hand-washing guidelines. Campers will need to bring face coverings for use while camp is in session. Masks are required to use the restrooms at the zoo, in keeping with the COVID-19 guidelines provided to us by the state and county government. Please let us know immediately if your child or anyone in your household is experiencing any COVID-19 symptoms.

## **HEAT AND HYDRATION INFORMATION**

Due to COVID-19 guidance from the government, we are not able to access indoor spaces in the Zoo during the time that camps taking place, except for our restrooms. Our camp instructors will be monitoring the weather each day and adjust the daily activity schedule for camps to allow for more frequent water breaks as well as conducting activities in shady spots throughout the zoo when necessary.

We do ask that campers bring refillable water bottles with them each day so that they are able to maintain proper hydration throughout the day. We have stations throughout the zoo where water bottles can be refilled.

## **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](mailto:education@dallaszoo.com). Please note above that all waitlist requests must be sent via email for tracking purposes and will not be accepted over the phone or in person.

### **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 NEED BEFORE OR AFTER CAMP CARE DURING CAMP. CAN I DO THAT?**

We are currently offering AfterCamp during weekday camps (Thanksgiving, Winter Break and Summer). We do not offer AfterCamp during weekend camps. We are not offering BeforeCamp currently.

### **WHAT IS THE TYPICAL CLASS SIZE?**

Though class sizes will range, they will be no smaller than five and no larger than 10 for weekend camps and no larger than 20 for weekday camps. The teacher-to student ratio is one lead teacher per 10 children for all grade levels. This helps ensure that your child has the individualized attention he or she needs to enjoy his/ her experience. This also is in keeping

with state and county guidelines for maximum number of people gathering outside of a household.

### **HOW ARE CHILDREN SUPERVISED?**

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

### **WHAT ARE THE BEHAVIOR EXPECTATIONS FOR CHILDREN?**

Campers are expected to follow instructions from staff, respect one another and Zoo property, and demonstrate a positive attitude. 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 camp 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. You can also message camp staff using our Brightwheel app. 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.

### **MAY I PROVIDE MY OWN SNACKS FOR MY CHILD?**

Camp instructors will provide a morning and afternoon snack break which includes a prepackaged snack to each camper. If desired, campers may bring their own non-perishable snacks. Refrigeration and microwave heating are not available.

### **WHAT PRECAUTIONS ARE BEING TAKEN TO PREVENT ANY POSSIBLE TRANSMISSION OF COVID-19 TO CAMPERS?**

All camp instructors are checked for fever and COVID-19 symptoms before each shift at the Zoo. Any instructor that is showing symptoms, including a fever, will be sent home immediately. Instructors will model and encourage healthy practices during camp, including social distancing, mask wearing, and frequent hand washing and/or use of hand sanitizer. Camp instructors will remain with the same groups all week to minimize the chance for transmission between camp groups if they happen to be asymptomatic.

Families are asked that if anyone in the household is showing symptoms of COVID-19 that you keep your child home and contact us, even if it is after camp. We will immediately contact parents if we know of any instructor is diagnosed with COVID-19, or if we are informed that a

camper during your camp week has become sick so that you can take appropriate measures for your family's health.

**IS THERE A SCREENING PROCESS FOR WHEN MY CHILD COMES ON SITE?**

We will be requiring all campers to have their temperature taken with a touchless thermometer on arrival at the Dallas Zoo. Zoo Education supervisors will meet all campers at camp check-in to take these temperatures. Anyone with a temperature over 99.9°F will be asked to leave and can only return after they have been fever-free without medication for 3 days. This is the same procedure we are following for Dallas Zoo staff.