

Summer Day Camp

Frequently Asked Questions:

1. What documents do I need to submit in order for my child(ren) to attend camp?

Completing registration online or sending in a registration packet with payment will reserve your child's spot in an available camp. Following that you have up to 7 days before the camp starts to send in a signed Medical Treatment Release with Immunization records. If your child has attended previously and you sent in immunization records we may still have them on file.

2. What do I do if online registration doesn't work?

Please download the registration packet by clicking on the "Register by Mail" option and send it back with your payment using email, regular mail, fax, or in person. Phone registrations are not accepted.

3. Who supervises my child during Summer Day Camps?

We employ adults each season to run summer camps. We will staff 2 adults with the 1st – 3rd grade group and 1-2 adults with the 4th – 7th grade group. Our child to adult ratio is typically 10:1. When available we will staff extra adult volunteers and interns along with teenage volunteers. The camps are managed by Amy Wesner who will be available to help at any time if support is needed.

4. What will my child do at camp?

Each camp week has a different topic, though many activities will reflect on our mission of connecting people to nature and inspiring their participation in conservation efforts. There are some things you can expect to happen each week such as; live animal encounters; making enrichment for animals and watching them receive it; meeting Zookeepers and learning about the animals they care for; feeding goats or giraffes; learning new games; having free time for imaginative play and socialization; before the week is out we'll explore every inch of the zoo and spend a lot of time outdoors hiking in a natural setting!

5. What time should we arrive for the program?

Your child's camp will begin promptly at 9:00am and end at 4:00pm. Please plan to be at least 10 minutes early before and after the program so that you have time to sign your child in and out. The doors to the drop off area will be closed at 9:10 am and opened at 3:50 pm for pick up.

6. Are there extended care hours?

Yes, morning care begins right at 7:30am and afternoon care ends promptly at 5:30pm. There will be late charges if a camper is dropped off after 9:15 am or picked up past 5:30pm.

7. Where do we meet before and after the program?

Camp staff will meet you inside the Cross Administration Building (Zoo Office) for both drop off and pick up. There are Summer Day Camp signs to help you locate the correct parking area and the Zoo Office. Please remember you must sign your child in and out each day.

8. Can I authorize someone else to pick up my child?

Yes, if the person signing the child in will not also be picking them up, please let us know during registration the names of those authorized to pick up your child. We will only release your child to those who are listed ahead of time and we may ask for identification during pick up.

9. What if I am running late?

Drop off ends at 9:00am and extended pick up ends at 5:30pm. If you will be arriving late for drop off or pick up, please call the zoo office at (269) 979-1351 and the receptionist can let the camp staff know. A late drop off or pick up fee of \$5 per every 15 minute interval will be strictly enforced.

10. Can I pick up early?

Yes, please give us as much notice as possible by informing the camp staff in the morning, or call the zoo office (269) 979-1351 so the receptionist can let camp staff know. There may be a delay in meeting you at the Zoo Office if enough notice is not given.

11. What if the weather is bad?

We run camp programs rain or shine. Please dress your child for the weather. We will not go outside in severe weather and if needed will use designated tornado shelters within zoo.

12. What should my child bring to camp?

- **Sunscreen and Bug Spray** – If necessary please apply or send sunscreen and bug spray for your child. We will be outside most of the day, except in severe weather. These items should be packed in a backpack and only used outside when allowed.
- **Appropriate Clothing** – Please have your child dress for the weather and wear comfortable walking shoes - **no flip-flops**. Sending a change of clothing is also suggested as we will have the use of sprinklers on hot days.
- **Re-usable Water Bottle** – Please send your child with a reusable water bottle each day, we have several water refill stations and encourage campers to stay hydrated while using ecofriendly options.
- **Medications** – If sending medications and Epi-pens to camp with your child, please list them on the medical treatment release form with instructions for use. Camp staff is certified in emergency procedures through the American Heart Association.
- **Lunch and snacks** – We encourage you to send a cold lunch and a snack with your child each day of camp. We will provide a daily snack in the afternoon. There will not be a refrigerator or microwave available for use by campers.

***Harper Creek Public School's food service program can provide a basic lunch for your child free of charge, though this program should be considered supplemental as they may not provide adequate nutrition for a whole day of activity. Menus may or may not be available from the school. *An example of a free lunch: White milk, string cheese, blueberry muffin and raw broccoli.* Enrollment for the lunch program is for the week and must be in advance by checking the box on the registration form or by contacting awesner@binderparkzoo.org

13. Are T-shirts included with the camp fee?

No, T-shirts are \$12.00 each in addition to the camp fee. It is recommended that you pre-order during registration, though t-shirts may be purchased at any time during camp as well. Campers will receive their pre-ordered shirts on the first day of camp.

14. May my child bring personal belongings like an iPod, cell phone, or tablet, etc.?

We recommend that all items of value stay at home. The zoo is not responsible for any lost, stolen or damaged items while at camp. We understand the desire to take pictures; if camera devices are brought to camp, they should only be used at appropriate times as approved by the camp staff.

15. I need to cancel a camp, what should I do?

Please notify Amy Wesner at (269) 979-1351 or awesner@binderparkzoo.org. Binder Park Zoo's refund policy is as follows:

- Up to 5 Business Days Prior: 50% will be refunded *or you may move to another camp after paying a \$10 transfer fee.*
- 0-4 Days Prior: No refund; *must re-register for another camp and pay full amount*
- Full refunds are only issued when BPZ cancels a camp due to low enrollment in that age group or there are extenuating circumstances

16. What is your policy on behavior?

Campers are expected to behave appropriately to ensure an enjoyable and safe experience for all. In the event a child is disruptive, time-out may be used. If the disruptive behavior continues, the parent/guardian will be called to help find a solution. If improvement is not realized, the child may be asked to not return to camp or may require an adult chaperone attend for the week free of charge. **We reserve the right to refuse enrollment to anyone or dismiss without refund any student for behavioral issues.**