

Oglebay's Good Zoo

Preschool Program Parent's Guide

Program Registration

Pre registration, including payment, is required for all preschool programs. Registration must be received by the zoo a minimum of 7 days prior to the program.

Because supplies are prepared ahead of time and other related factors, walk-in registration on the day of the program is not permitted.

Due to the nature of the preschool classes, the number of participants is limited. The zoo suggests registering as far in advance as possible to ensure placement in the program. If a class is filled, the zoo will keep a wait-list and contact those on the list (in order of date received) when a cancellation occurs.

To register, complete the appropriate registration form and return it to the zoo along with payment for the programs.

Completed registration forms (including parent signature) and payment can be mailed to:
Good Zoo Education Department
Oglebay's Good Zoo
465 Lodge Drive
Wheeling, WV 26003

Registration forms may also be faxed to 304-243-4110.

Program topics, dates and registration forms are available on-line at www.oglebay-resort.com or by calling 304-243-4033.

Siblings, younger children and additional adults

Siblings of the appropriate age attending the preschool programs are admitted at a reduced rate. Please do not attempt to enroll children in the preschool programs who are not in the appropriate age range.

In order to create the most effective learning experience for the participants, the zoo requests that only children enrolled in the program attend. Infants will be permitted if they do not disrupt the program or the other participants. To be fair to those paying for the program, only paid participants are provided with craft supplies, animal contact or any other programming component.

The preschool registration fee includes up to 2 adults with a child. Due to limited classroom space, no additional adults will be permitted.

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Arrival

Classes will begin promptly at 10:30 am. The zoo does not open until 11 am during most months of the year (and is generally closed in January and February). If you arrive after 10:30 am, please ring the buzzer to the left of the entry doors. A staff member will let you in as soon as they are available. Classes will begin in the classroom located on the lower level of the main zoo building.

Play Dates

Participants may arrive ½ hour prior to the preschool program (10 am) for a play date. The zoo will provide toys, coloring pages etc that the children/parents may use for self-guided activities until the beginning of class. The zoo will provide coffee for parents.

What to Wear

Activities can sometimes get messy so play clothes are preferred. Tennis shoes are recommended. Some classes will have an outdoor component, so please dress for the weather.

Instructors

Our preschool instructors are either full or part-time education staff at the zoo. The zoo's curator of education and assistant curator of education have master's degrees in education. Many of our instructors have teaching certificates and/or degrees in biology or education. All educators are trained in CPR and first aid. Our instructors are carefully selected, screened and trained. The zoo will not guarantee any particular instructor for any program.

Weather

Should the weather be a concern, please **call 304-243-4033 AFTER 9 a.m.** on the morning of the program. The message on the machine will announce if the class has been cancelled or postponed. If there is no mention of a cancellation or postponement, the class will be held as scheduled.

Because the zoo is generally not open to the public during January and February, classes may be cancelled or postponed if the roadways and parking lots through Oglebay are untreated. Please call the number above on the day of the program if you have any doubt as to the status of the program.

Should the zoo cancel a program, you will have your choice of receiving a full refund for the cancelled program, being scheduled into a "make-up" session or being scheduled into another program during the current series of classes.

Please be sure to include your correct e-mail and phone number on the registration form so we can contact you if necessary.

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Illness

For the wellbeing of other participants, please **do not** bring a child that is ill or has a fever to preschool class. Should your child be ill, refer to the refund policy.

Preschool Cancellation and Refund Policy

The zoo reserves the right to cancel any program for any reason. If the zoo cancels a program, participants will be notified by e-mail and/or phone at least 24 hours prior to the program's start time. (Cancellations or delays due to weather issues may be made on shorter notice.) Participants in any program cancelled by the zoo will be given the opportunity to schedule into another open session (of equal value) or receive a full refund.

Payment for all programs is required at the time of registration. If you cancel a program 8 days or more prior to the start date, you will receive a 90% refund or you may schedule into another available session. **If you fail to cancel prior to the start time of the program, there is no refund issued and fees are not transferable.** Refunds will be given as Oglebay gift cards. These gift cards can be used throughout Oglebay and Wheeling Park. Anyone wishing to receive a monetary refund will be required to complete a W-9 form.

See the *Refund Policy* below for more details.

Days prior to session

8 days or more	90% refund or scheduled into another available session (during the current series)
1 to 7 days	80% refund or scheduled into another available session (during the current series)
Less than 1 day	No refunds. Fee may be transferable to another session (during the current series)
No notice prior to program start time	No refund, No transfer to other session