

A Parent's Guide to Good Zoo Camps

Summer 2009

Dear Parents,

Thank you for your interest in the Good Zoo Summer Camps! We have an exciting summer filled with fun and educational programs!

Through hands-on activities, experiments and live animals, participants will learn about wildlife, nature, science and the outdoors! Camps are available for ages 4 – 15 years. Most camp programs are from 9 am – 3 pm with before and aftercare available. The zoo's experienced education staff teaches these ALL-NEW programs! The zoo's educators are trained in CPR and first aid. Lifeguards are on duty for all swimming activities.

Below you will find more information on our camp programs as well as *Frequently Asked Questions*.

We look forward to working with your children!

Sincerely ,

Vickie Markey-Tekely, Curator of Education
Sharon Knoblich, Assistant Curator of Education

Registration/Admission Policy

Pre-registration is required for all camp programs. A completed registration form along with payment for the camp is required in order to have your child registered for camp. The registration form includes a list of people authorized to pick up your child and other necessary information.

Registration forms and a list of camp programs are available on our website at <http://www.oglebay-resort.com/goodzoo/SummerCamps.pdf> ,by e-mailing vmarkey@oglebay-resort.com or calling 304-243-4068.

Registration forms can be mailed to: Good Zoo Education Department, 465 Lodge Drive, Wheeling WV 26003 or faxed to 304-243-4110. Sorry, phone-in registrations can not be accepted.

Before and After Care

Payment for before and after care is required at the time of service. Cost is \$5 per hour for the first child, \$3 per hour for each additional sibling. Please have payment ready when dropping off or picking up your child. The fee is prorated in 15 minute increments. Time is rounded up.

Before and after care is available Monday through Friday from 7:45 am – 9 am and 3 pm – 5:30 pm. Activities for before and after care include games, hikes, art projects, movies etc. . Before and after care is available for weekday programs only.

Cancellation and Refund Policy

The zoo reserves the right to cancel any camp for any reason. If the zoo cancels a camp, participants will be notified by phone and/or e-mail at least 24 hours prior to the programs start time. Participants of camps cancelled by the zoo will be given the opportunity to schedule into another open camp session (of equal value) or receive a full refund.

Payment for all camp programs is required at the time of registration. The following refund policy applies to individuals wishing to cancel a camp registration.

Days prior to first day of camp session	Policy
15 days or more	90% refund or scheduled into another session (during the current year)
8 to 14 days	85% refund or scheduled into another session (during the current year)
2 to 7 days	80% refund or scheduled into another session (during the current year)
1 day or less	No refunds; camp fee is not transferable to another session.

Lunch and Snack Guidelines

Participants in full day camp programs must either bring their own lunch and drink or purchase boxed lunches from the zoo. (Kitchen Science and Animal Restaurant camps have lunch included. A menu for these programs will be provided on the first day of camp.)

Lunches must be ordered by the Friday before the camp begins. Cost is \$20 for the week or \$5.50 per day. The menu is:

MONDAY: Hotdog, Chips, Rice Crispy Treats and Juice

TUESDAY: Taco Hot Pocket, Fruit roll-up, Cookie and Juice

WEDNESDAY: Turkey/cheese wrap, Applesauce, Doritos and Juice

THURSDAY: Grilled Cheese Sandwich, Fruit roll-up, Pudding and Juice

FRIDAY: Pizza, Rice Crispy Treat and Juice

Campers are not permitted to go to the concession stand during camp.

The zoo will provide a daily snack. Snack choices vary, but may include animal crackers, fruit etc. Drinks are included with the snack. Water will be provided throughout the day.

Arrival Procedures

Camp check-in is on the front porch of the zoo. During the week, before care begins at 7:45 am and camp begins at 9 am. Participants arriving before 8:45 will be charged before care fees. When you arrive with your child, check in with the staff member on the porch of the zoo and pay any before care fees due. Your child will then go to before care in the classroom or proceed with the camp instructor to the camp.

Departure Procedures

Camp dismissal occurs on the front porch of the zoo for all camps EXCEPT those going to the Oglebay outdoor pool. Parents are asked to wait on the front porch as the camp instructor dismisses each child. For safety reasons, parents may not pick up their children inside the zoo.

PHOTO IDENTIFICATION IS NECESSARY IN ORDER TO PICK UP YOUR CHILD! In order for your child to leave the zoo camp, our instructors MUST see a photo-id and the person picking up the child MUST be on the authorized pick-up list. The authorized pick-up list is found on your registration form. If you must make changes to the pick-up list, contact the zoo education office.

The safety of your children is our priority! Photo identification must be shown every day. Even if our educators know you are the proper adult, you must show ID.

If your child is in a camp which goes to the Oglebay outdoor pool in the afternoon, you will pick your child up at the pool.

If you have a child to be picked up at the zoo and at the pool, please pick up your child at the pool **FIRST!** If your child has not been picked up at the pool by 3:15, they will be transported back to the zoo and you will be charged aftercare fees.

Frequently Asked Questions

How do I register my child for camp?

To register your child, please complete the camp registration form and return it to the zoo. Registration forms are available at the zoo or on our website at <http://www.oglebay-resort.com/goodzoo/SummerCamps.pdf>

Registration forms 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.

Can I register for camps over the phone?

Sorry, phone-in registrations can not be accepted. A parent or guardian must sign the registration form and provide a list of authorized pick-up people so we are unable to take phone-in registrations. Camp programs generally fill quickly so please register early to ensure your space!

When is payment for camps due?

Payment for camps is due at the time of registration. Payment for before and after care is due at the time of service.

When do I pay for before and after care?

Payment for before and after care is to be made when your child is dropped off/picked up. The cost is \$5 per hour for the first child and \$3 per hour for each additional sibling. Fees are based on 15 minute increments and times are rounded up. (The before/after care cost is \$1.25 per every 15 minutes for the 1st child.) See the Before/After Care section above.

Do you have a discount for multiple children or multiple camps?

Yes! If you register your child for three or more week-long camp programs, you can take 10% off your total camp enrollment fees (Lunch and before/after care are not eligible for the discount).

Discount applies for the same child or siblings only. Sorry, friends can not be accepted for multiple camp discounts. **Camps must be registered for at the same time in order to take advantage of this discount.**

Will I receive a camp confirmation?

We will e-mail a confirmation of receipt of your camp registration. Should a camp program you have registered for be filled, we will e-mail or call.

What is your Refund Policy?

The zoo reserves the right to cancel any camp for any reason. If the zoo cancels a camp, participants will be notified by phone and/or e-mail at least 24 hours prior to the programs start time. Participants of camps cancelled by the zoo will be given the opportunity to schedule into another open camp session (of equal value) or receive a full refund.

Payment for all camp programs is required at the time of registration. If you cancel a camp 15 days or more prior to the start date, you will receive a 90% refund or you may schedule into another available camp session. If you fail to cancel a program prior to the start date, or we receive one day or less notice, there is no refund issued. See the *Refund Policy* above for more details.

Can my child attend just one or two days of a week-long camp?

If you are a guest at Wilson Lodge or staying in the Oglebay cottages, you may register for camp on a daily basis. Preregistration is required and registration is based upon availability.

What times are the camps?

Camp times vary - see program description for details. Most weekday camps are from 9 am – 3 pm. With before and after care available from 7:45 am – 9 am and 3 pm - 5:30 pm. Before and After care are not available on weekends.

Where do I drop my child off/pick my child up?

All campers should check-in at the front entrance of the zoo when arriving each day. Children in camps that go to the outdoor pool will be picked up at the outdoor pool, unless the weather prevents them from swimming. All other campers will be picked up at the front entrance of the zoo. For your child's safety, parents are not permitted to pick up their children inside the zoo.

What if we are late arriving at camp?

Please arrive to camp on time, however if you are late, ring the doorbell to the left of the entry doors. Someone will come to assist you.

Where do I pick my child up if they are staying for after-care?

If your child is staying for after care, please stop at the zoo admission gate. The gate attendant will call the educator on the phone and your child will be brought to the front entrance of the zoo. If you know what time you will be picking up your child, please inform the educator for your child's camp or the "check-in" person in the morning. We will make every attempt to have your child at the front entrance at the time you designate.

Can I pick my child up early?

If you must pick your child up early, inform the "check-in person" when you drop your child off. They will do everything possible to have the child to the front of the zoo at the time you designate.

Will my child go swimming?

There are several camps that go to the Oglebay outdoor pool in the afternoon. Check the camp description for details.

What should my child wear to camp?

Camp participants should wear play clothes and comfortable walking shoes. The camps spend time walking through the zoo, playing games, taking hikes and other activities that may mean they can get dirty, so please do not send your child in brand-new shoes or good clothes. Closed toed shoes are preferred. Please have your child dress for the weather.

Do you provide camp T-shirt?

T-Shirts are not provided with zoo camp; however you may purchase T-shirts for \$10 each. Orders for camp T-shirt must be received by August 1st. After August 1st, T-shirts are available on a first come first served basis.

What will my child do in camp?

Participants in camps will do a variety of activities, see animals, go on hikes and much more. See camp descriptions for more details.

Will my child ride the zoo train?

Yes, a train ride is included with week-long camps.

Can my child bring toys or games with them to camp?

No, we keep campers busy throughout the day. Please keep toys, stuffed animals, electronics etc. at home.

My child is attending a camp that goes to the Oglebay outdoor pool. What do I need to know?

Participants in the pool camp should have a swimsuit and bring a towel and sunscreen as well. Make sure your child wears comfortable walking shoes, because we do walk to the pool. The camps generally leave the zoo between 11:30 and 12:00. They stop at the playground by Schenk Lake to eat lunch, and then proceed to the pool. This is our typical scenario for going to the pool. The educators reserve the right to alter this schedule based upon the weather etc.

Slight rain will not keep us from going to the pool. If it is stormy or severe weather, we will stay at the zoo and your child should be picked up at the zoo. If you have any question about where the children are to be picked up, call 304-243-4068; if no answer at this number, call 304-243-4100.

Do you provide snacks?

The zoo provides a snack with every camp. Snacks vary from crackers, fruit, etc. Drinks are provided with the snack and water is available all day.

Can we purchase lunches?

Boxed lunches are available for \$20 for the week or \$5.50 per day. Lunches must be ordered and paid for no later than the Friday before the camp begins. Campers are NOT permitted to purchase lunch from the concession stand due to the length of time for food preparation and the additional staff needed to oversee the children. For more information, see the *Lunch and Snack Guidelines* on the previous page.

What if my child forgets their lunch?

Should your child forget their lunch, they will receive the lunch menu of the day and you will be charged \$5.50 for the lunch at the time your child is picked up.

What is your instructor to camper ratio?

We have one instructor plus several trained volunteers for every 12 – 16 camp participants.

For the older camps (Grade 3 and above), the ratio is approximately 1 zoo educator/volunteer for every 4 campers. For younger camp programs (age 4 – Grade 2), the ratio is approximately 1 zoo educator/volunteer for every 3 campers.

If my child is attending the *Animal Parts* and *Book Safari* do I need to pick them up between camps?

No, If your child is attending the *Animal Parts* and *Book Safari* camp in the same week, we will provide care for your child at no extra charge for the ½ hour between programs. This half-hour will be used as lunch time for participants attending both camps. Your child needs to bring a lunch or purchase the boxed lunches if they are attending both programs.

If my child is attending two *Science Saturday* programs in the same day, do I need to pick them up between camps?

No, If your child is attending *Science Saturday* programs on the same day, we will provide care for your child at no extra charge for the ½ hour between programs. This half-hour will be used as lunch time for participants attending both camps. Your child needs to bring a lunch if they are attending for the entire day.

Why do you need an emergency contact?

In case of emergency, parents will be contacted first. If parents cannot be reached, then the emergency contact will be called. If you have a preferred number where you can be reached, have a preference of which parent to call first or have additional contact information, please give this to the education staff member checking in your child for the camp.

Who are the camp instructors?

Our camp 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.