

A Parent's Guide to Good Zoo Camps

Summer 2011

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 3 and up. 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 www.oglebay-resort.com/goodzoo , 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, faxed to 304-243-4110 or hand-delivered to the zoo. Sorry, phone-in registrations can not be accepted.

Late Registrations – less than 6 days prior to the first day of the camp

Due to the nature of the camps, space is limited. We advise registering for camp as early as possible to ensure your space. If the camp you desire is filled, you will be placed on a waiting list and notified if spaces become available.

Camp registrations must be received at least 6 days prior to any camp program. If space allows, registrations will be accepted on shorter notice, but will require a late registration fee. If registering less than 6 days prior to the start of any camp program, add \$5 per child.

Before and After Care

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.

The cost for before and after care is \$7 per hour for the first child and \$4 per hour for each additional sibling. **Prepaid** before and after care is available for \$5 per hour per child. To receive this discounted rate, determine the amount of time you will need for before and after care and include payment with your camp registration. To receive the discounted rate, payment must be received at least 6 days prior to the start of the camp program.

Before and after care is available for full day, weekday programs only.

If you have not prepaid for before or after care, please have payment ready when dropping off or picking up your child. The fee is prorated in 15 minute increments. Time is rounded up.

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 program's 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.

Camp refunds will be issued as "Oglebay Gift Cards." These cards are good at both Oglebay and Wheeling Park. Anyone wishing to receive a monetary refund will be required to complete a W-9 form.

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. (The What's for Dinner camp has lunch included. A menu for this program will be provided on the first day of camp.)

Lunches must be ordered at least 6 days prior to the first day of the camp. Cost is \$21 for the week or \$4.50 per day. Any lunches ordered less than 6 days prior to the first day of the camp will be \$5 each.

The menu is:

Monday	Grilled Cheese Fruit Bar Veggie Sticks w/ Ranch Dip Juice, milk or chocolate milk	Wednesday	Taco in a Bag Go-Gurt Apple Juice, milk or chocolate milk
Tuesday	“BREAKFAST FOR LUNCH” French Toast Sticks w/syrup Fruit Juice, milk or chocolate milk	Thursday	Chicken Nuggets w/BBQ Sauce String Cheese Fruit Bar Juice, milk or chocolate milk
		Friday	Individual Pizza Apple Sauce Juice, milk or chocolate milk

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, yogurt, freeze pops, veggie sticks 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. The camps will dismiss children from the front lawn.

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.

If your child is in aftercare, check with the staff at the admission gate and they will call the educator(s) with your child. If the zoo is closed, please ring the doorbell and someone will assist you.

How does prepaid before and aftercare work?

You select the number of hours that you would like to prepay and include the payment with your registration. When your registration is received a “prepaid before/aftercare slip” is put on file. This file is accessed by our educators conducting the before and aftercare sessions. When you drop off or pick up your child the appropriate amount is deducted from your prepayment.

There are no refunds for unused prepaid before and/or aftercare and the time is not transferable to another family.

Do you have an early-bird discount?

Yes! If you register by April 30, 2011 you can take 10% off your camp fees. **The discount does not apply to lunches, t-shirts or before/after care fees.**

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.**

The multiple camp 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.**

Do you have a late registration fee?

Yes, if you register your child less than 6 days prior to the start of the camp session add \$5 to the registration fee.

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 program's 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. Refunds will be issued as Oglebay Gift Cards which are good throughout Oglebay and Wheeling Park. Anyone wishing to receive a monetary refund must complete a W-9 form. 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 & 3 pm - 5:30 pm. Before and after care are not available on weekends or for ½ day programs.

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.

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.

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. If the zoo is closed when you arrive to pick up your child, ring the doorbell and someone will be with you.

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, veggies, yogurt etc. Drinks are provided with the snack and water is available all day.

Can we purchase lunches?

Boxed lunches are available for \$21 for the week or \$4.50 per day. Lunches must be ordered and paid at least 6 days before the camp begins. Any lunches ordered or paid for less than 6 days prior to the camp will be \$5 per day.

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 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. For the *Fantastical Tails* program we have a 1:3 ratio.

If my child is attending [Animal Planet](#) and [Once Upon a Zoo Camp](#) do I need to pick them up between camps?

No, If your child is attending the *Animal Planet* and *Once Upon a Zoo camp* programs 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.

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.