

FAQs

SAN DIEGO ZOO
SUMMER CAMP FREQUENTLY ASKED QUESTIONS

QUESTION: What if I need to cancel my camp registration?

The San Diego Zoo adheres to a strict cancellation and refund policy. If for any reason, you need to cancel your registration, please call 619-718-3000. You must do so before the cancellation deadline which is 14 days prior to your program start date. The cancellation fee of \$25.

QUESTION: Can I change the week my camper is registered for?

Summer Camp tends to fill up fast. If there is space available in the week you would like to transfer your camper into, then the request can be accommodated. The change fee is \$15.

QUESTION: Can I register someone else's child for camp?

Yes, but please be aware that only the legal parent/guardian may complete the DocuSign Waiver.

QUESTION: Can I call to find out whether my camper's friend is in a certain session of camp?

Due to confidentiality concerns, we cannot provide the names or registration information of other San Diego Zoo Camp participants.

QUESTION: Can I switch camps for my child on the first day of camp?

We are unable to guarantee your change request once the camp week has started. Camp sessions historically fill up fast and early. For safety reasons, we are unable to have more than the maximum number of campers in each grade. If we can accommodate, the change fee is \$15.

QUESTION: Can I register my child for a grade above or a grade below their actual grade they will be in the upcoming fall?

All programs are specifically designed with the age group in mind, and we require campers to enroll with the grade they will be going into for the upcoming fall.

QUESTION: Are grown-ups allowed to stay with their camper(s) while they are in camp?

As a general rule, grown-ups are not allowed to stay with their camper. Camp is designed to encourage interaction among participants of the same age. We have found that campers will overcome their nervousness and participate more quickly if their grown-up is not present. If you think your camper cannot remain in camp without you, please consider waiting another year.

QUESTION: Is there before care and after care for campers?

Yes. We have a fantastic before care and after care program called Extended Fun. It is best to register in advance. To register, please call 619-718-3000. You can also register on-site at the Zoo Education Office in the Dickinson Family Center, if space is available.

QUESTION: Is there first aid on site?

Yes. We have a medic on-site and available to assist in the in the event of an emergency.

QUESTION: Who do I call if I have an emergency and need to get in touch with my camper?

For emergency situations, please call 619-685-3272.

QUESTION: Is the San Diego Zoo a peanut free zone?

The San Diego Zoo cannot guarantee a peanut-free environment. However, if your camper has food allergies or sensitivities, we will do our best to make sure the campers around them are not eating food items that may cause issue.

QUESTION: What are the Summer Camp ratios of adult to child?

Cub and Kinder: 1:6

First through Third: 1:8

Fourth and Above: 1:10

Extended Fun: 1:10

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QUESTION: What happens if my camper has a bathroom accident?

All campers attending Zoo Summer Camp are expected to be fully potty-trained by their first day of camp. Please provide an extra set of clothes if your camper has a history of bathroom accidents. If a camper has an accident during camp, our staff will notify the parent/guardian.

QUESTION: Will Summer Camp Staff apply sunscreen to my camper throughout the day?

Parents should apply sunscreen in the morning before Summer Camp drop off. Throughout the day, campers will be outside and in the shade whenever possible. Summer Camp staff is not responsible for reapplying sunscreen to campers throughout the day. We recommend all campers wear a sun hat.

QUESTION: What security measures do you take to ensure the safety of my camper?

Your camper's safety and well-being are our top priority. Our staff must submit to background checks and are trained to work with children. All camp staff wear easily identifiable T-shirts and carry radios to keep in contact with the Summer Camp, Security, and Medic Teams. Camp check-in/check-out procedures are specifically designed with your camper's safety in mind.

QUESTION: Will my camper have direct contact with the animals? Will they be able to work alongside the keepers and vets?

Campers will have the opportunity for up-close animal experiences. They may have a chance to touch our animal ambassadors. For the safety of all, direct contact with exhibit animals is not possible. Exhibit animal care, including feeding and cleaning, is done by professionally trained zookeepers and/or veterinarians.

QUESTION: How does the San Diego Zoo Summer Camp staff accommodate campers who identify as diverse learners or who have special needs?

We work diligently to make reasonable accommodations for campers with diverse needs. Parents are asked to provide information regarding camper diverse needs on the DocuSign Waiver.

QUESTION: Are there any behavior expectations for a camper's while at camp?

We have five agreements we follow at Zoo Summer Camp. These agreements will be talked about the first day of camp and will be referred to often throughout the week. Please review them with your camper. San Diego Zoo reserves the right to dismiss a camper for consistent behavior that makes it difficult or impossible for staff to meet his/her needs and/or the needs of the other campers in the group.

- Listen when others are talking.
- Follow the directions of Zoo Staff.
- Be kind to humans and animals.
- Stay safe and help your friends stay safe.
- Have fun!